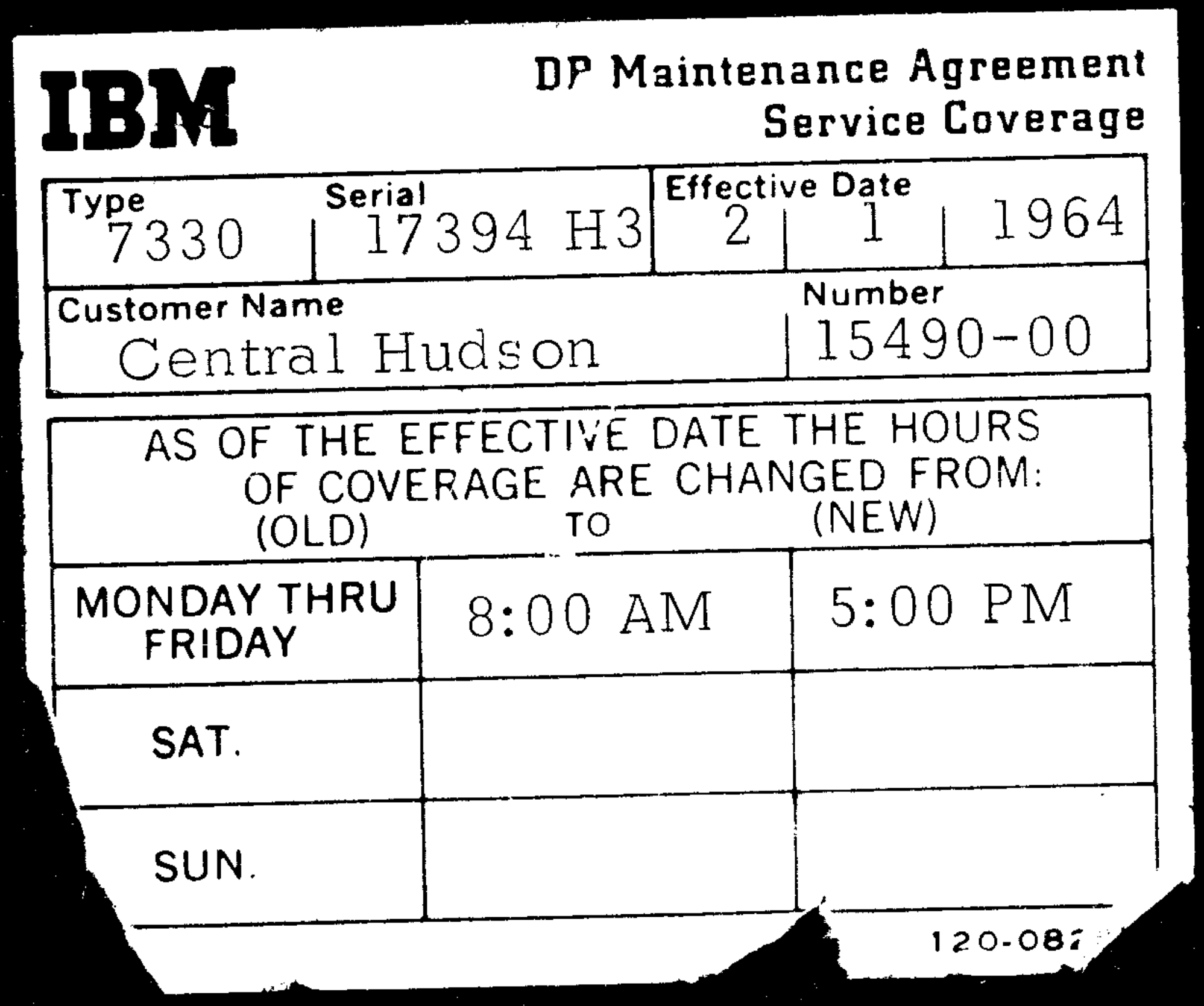
CE

Systems Performance Log



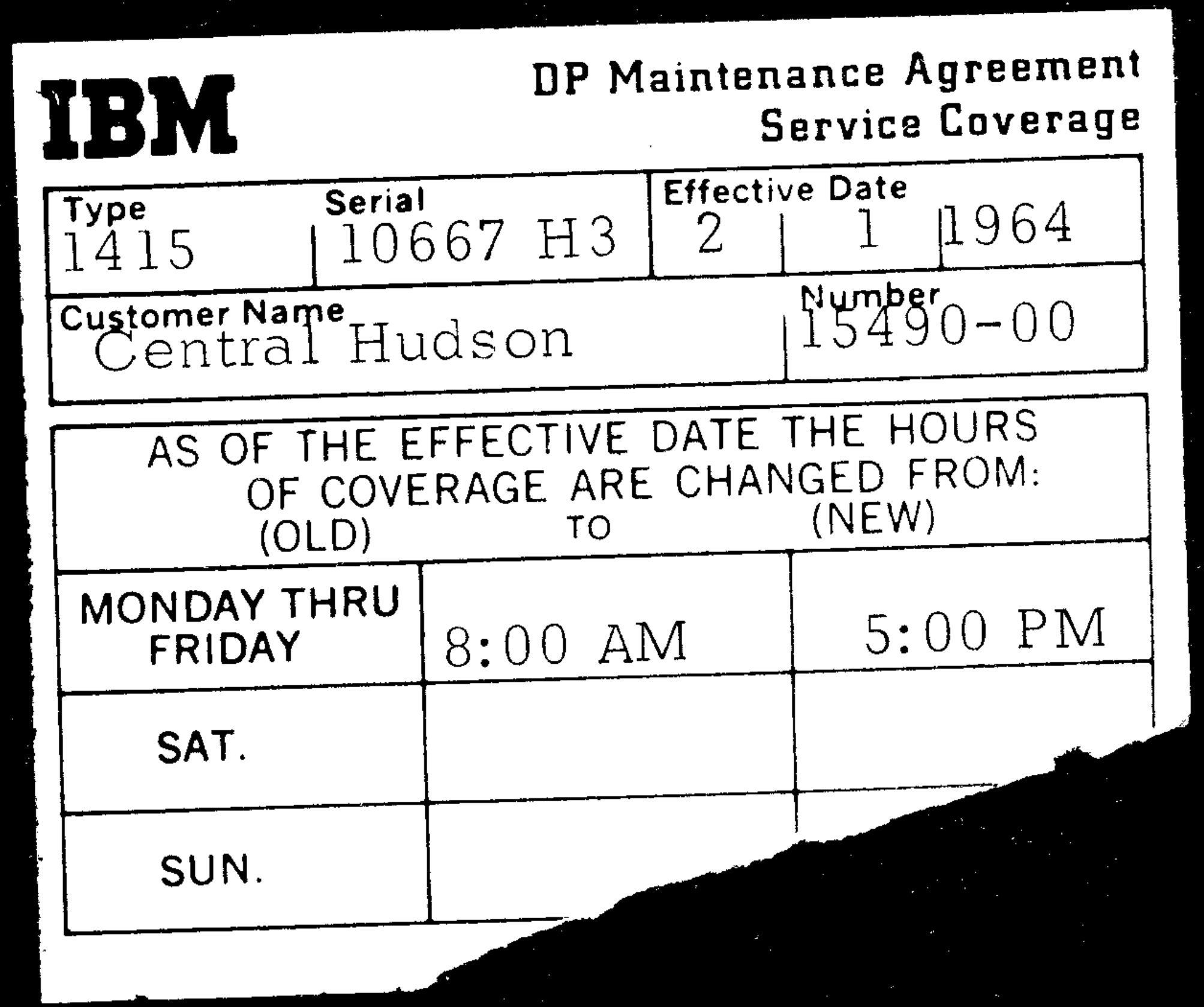
IBM DP Maintenance Agreement
Service Coverage

Type 7330	Serial 17394 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE THE HOURS
OF COVERAGE ARE CHANGED FROM:
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:00 PM
SAT.		
SUN.		

120-08

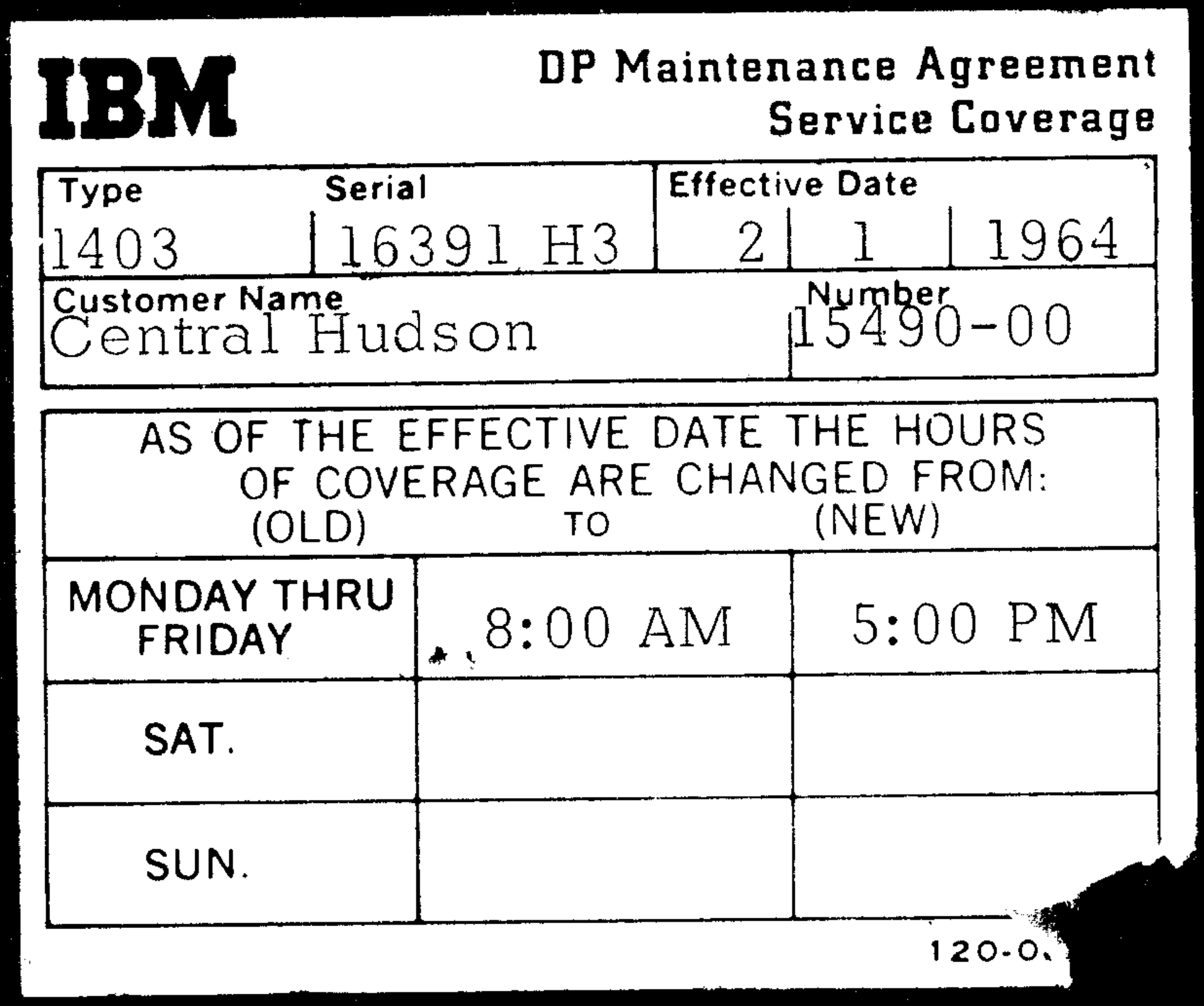


IBM DP Maintenance Agreement
Service Coverage

Type 1415	Serial 10667 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE THE HOURS
OF COVERAGE ARE CHANGED FROM:
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:00 PM
SAT.		
SUN.		



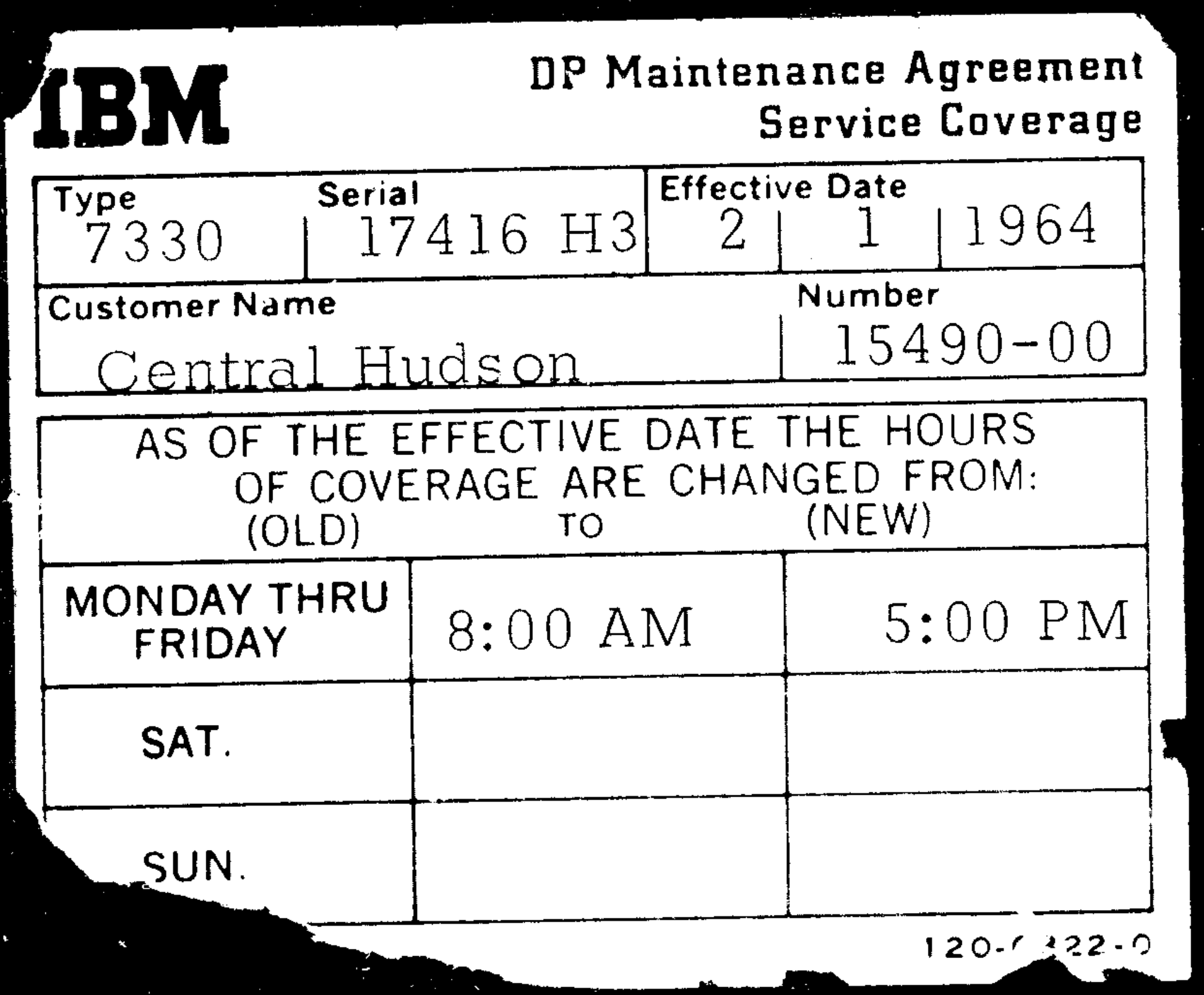
IBM DP Maintenance Agreement
Service Coverage

Type 1403	Serial 16391 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE THE HOURS
OF COVERAGE ARE CHANGED FROM:
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:00 PM
SAT.		
SUN.		

120-0



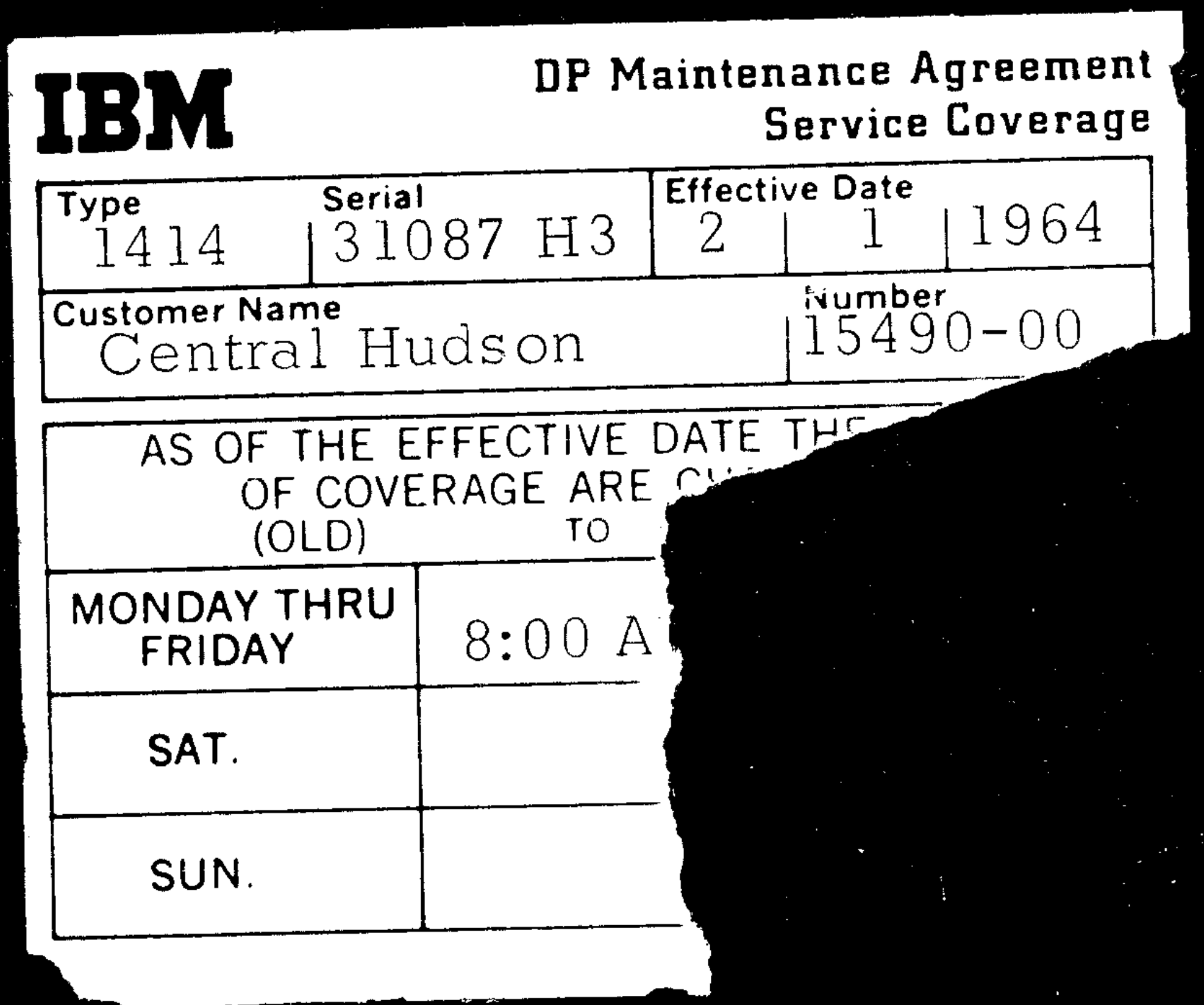
IBM DP Maintenance Agreement
Service Coverage

Type 7330	Serial 17416 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE THE HOURS
OF COVERAGE ARE CHANGED FROM:
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:00 PM
SAT.		
SUN.		

120- 22-0

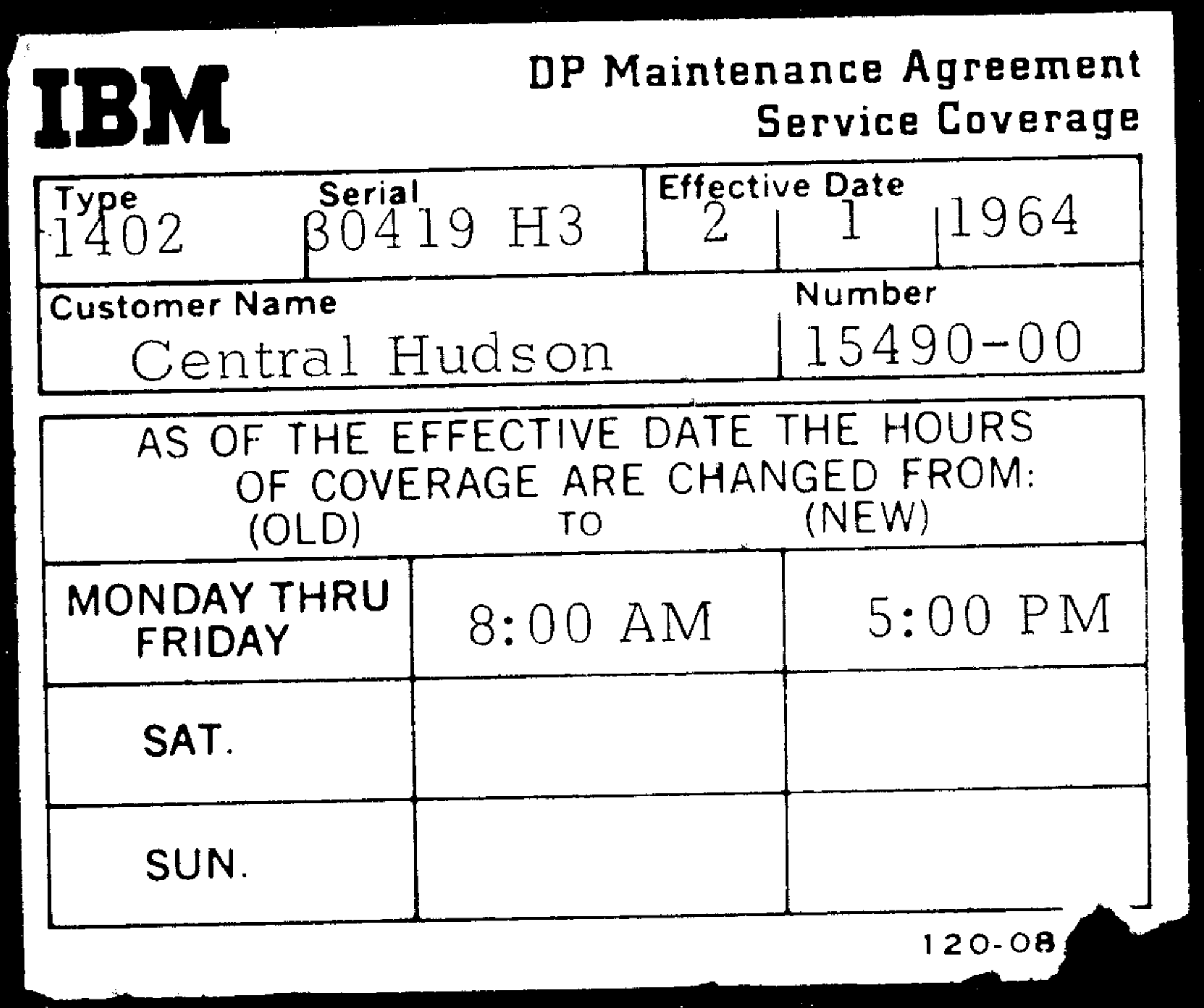


IBM DP Maintenance Agreement
Service Coverage

Type 1414	Serial 31087 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE TH
OF COVERAGE ARE
(OLD) TO

MONDAY THRU FRIDAY	8:00 A
SAT.	
SUN.	



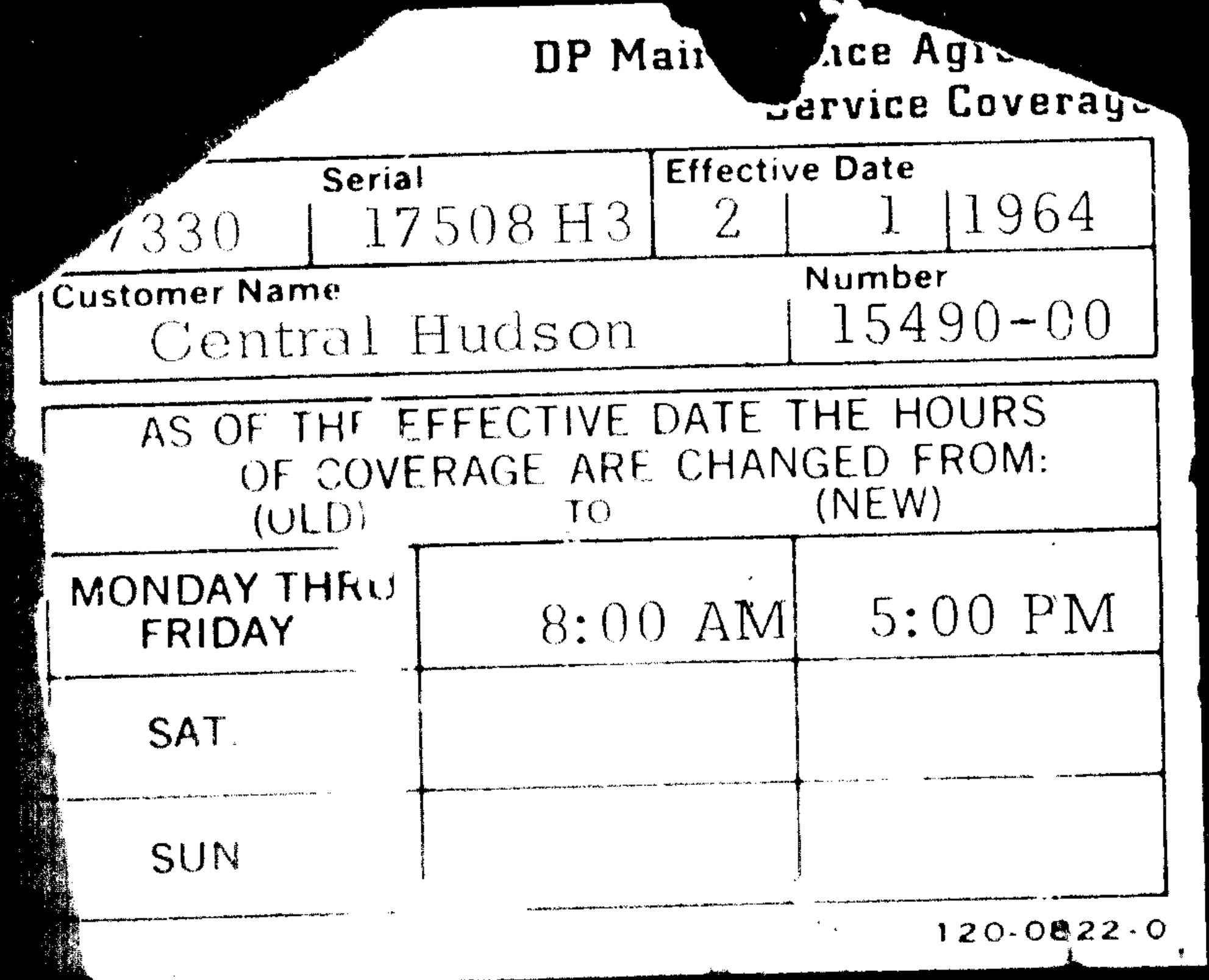
IBM DP Maintenance Agreement
Service Coverage

Type 1402	Serial 30419 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE THE HOURS
OF COVERAGE ARE CHANGED FROM:
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:00 PM
SAT.		
SUN.		

120-08



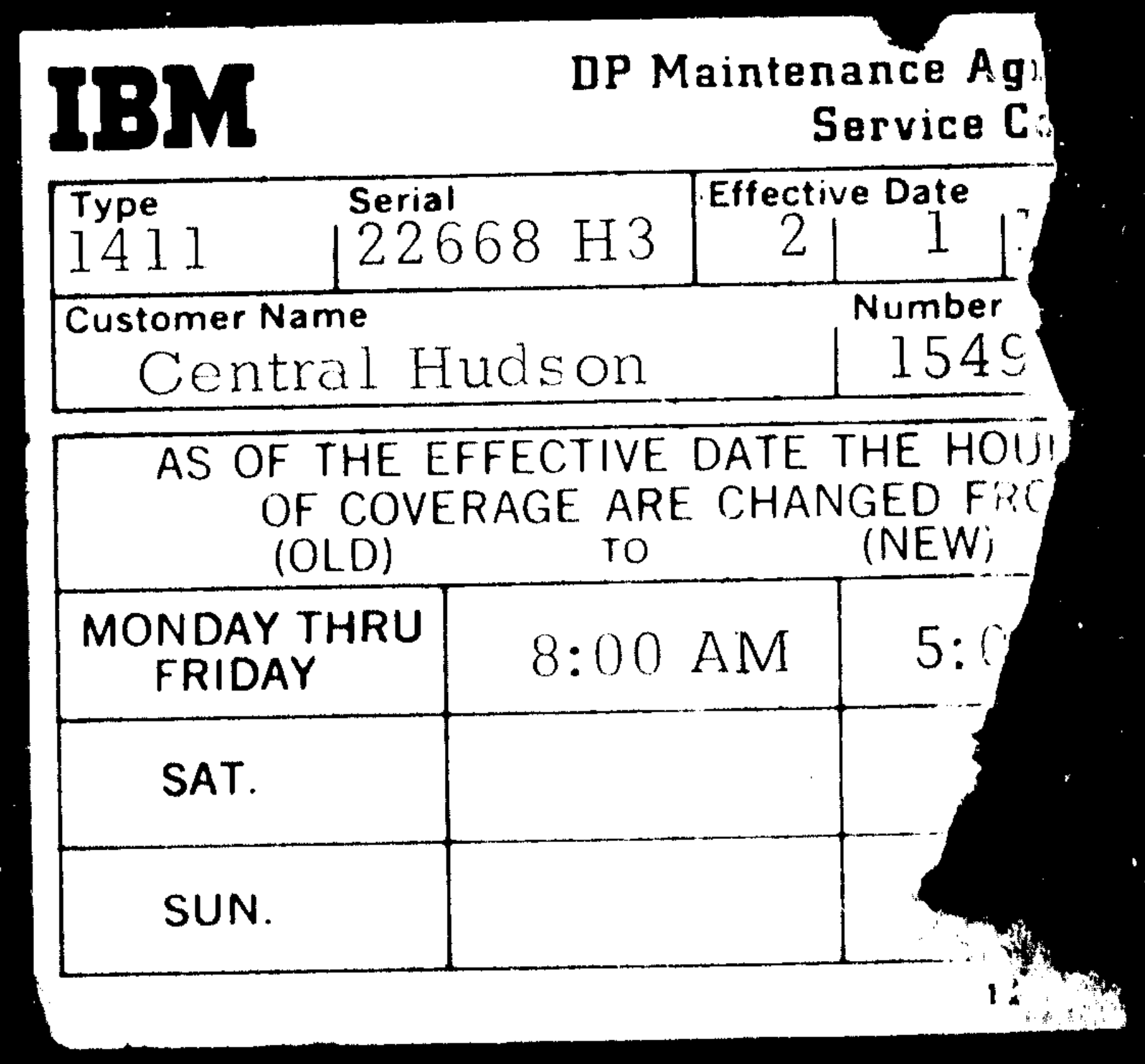
DP Mai nce Agr
ervice Coverage

7330	Serial 17508 H3	Effective Date 2	1	1964
Customer Name Central Hudson		Number 15490-00		

AS OF THE EFFECTIVE DATE THE HOURS
OF COVERAGE ARE CHANGED FROM:
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:00 PM
SAT.		
SUN		

120-0822-0



IBM DP Maintenance Ag
Service C

Type 1411	Serial 22668 H3	Effective Date 2	1
Customer Name Central Hudson		Number 1549	

AS OF THE EFFECTIVE DATE THE HOU
OF COVERAGE ARE CHANGED FR
(OLD) TO (NEW)

MONDAY THRU FRIDAY	8:00 AM	5:0
SAT.		
SUN.		

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME: CENTRAL HUDSON

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
7	8	3			130	165									1410																	SYSTEM ARRIVED -PLACE MACH BOLT FRAMES			
7	9	3			080	165									1410																	COMPLETE LOCATING & HARDWARE WORK			
																																POWER UP AT 14:00 -SPLIT LOAD ON -12 CB # 4			
7	10	3			080	165									7330																	REMIVE 7330 CONNECTOR BUGS RUN TAPES			
7	11	3			080	165									1414																	UNABLE TO SINGLE CY RDR TO PTR & ETC —			
																																ADDED CAPACTION TO REMOVE NOISE -20 SUP. AT			
																																1414 III 2D-8L TO 2D-7J			
7	12	3			080	165									7330	17394			"B"													REPLACE NON-LINEAR PRE-AMP SMS AT 6-B-24			
																																RAN ALL DIAG			
																																Replaced Card at C2C19 lod.			
7	15	3			080	127									1415																	PRINT BAD CHAR - RE-ADJ PRINT SELECT			
																																FOUND LOOSE SCREW ON -5[illegible]T - ADJ WEAR			
																																COMPENSATOR - ADJ -2 LATCH -OK RAN WT[illegible]			
7	15	3			127	170	57								1410																	TURN SYSTEM OVER TO CUST			
					170	190									1410																	PWR OFF			
					190	210	20								1410																	CUST OP			
					210	240									1410																	PWR OFF			
7	16	3			000	080									1410																	PWR OFF			
					080	090		10			10	10	10	10	1410																	SYS CK OUT			
					090	000	150								1410																	CUST OP			
7	17	3			000	010	10								1410																	CUST OP			
					10	80									1410																	PWR OFF			
					8.0	87		.7							1410																	SYS CK OUT MAKE DUPLICATE T[illegible] TAPE			
					87	240	153								1410																	CUST OP			
										5	5	.2			7339																	DAMAGE TAPE HI-SP-REW-ADJ S POTS			
				TOTALS →			39.0	1.7																											

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
7	17										10	.5			1402																	DAMAGES CARDS - ADJ FEED			
7	18				000	080									1410																	PWR OFF			
					080	083		.3							1410																	CK OUT SYS			
					083	240	157								1410																	CUST OP			
7	19				000	015	15								1410																	CUST OP			
					015	057									1410																	PWR OFF			
					057	080	23								1410																	CUST OP			
					080	085		.5			.5	.5			1402																	RE-ADJ RDR FEED - SYS CK OUT			
					085	240	155								1410																	CUST OP			
7	20				000	015	15								1410																	CUST OP			
					015	86									1410																	PWR OFF			
					86	179	93								1410																	CUST OP			
					179	213									1410																	PWR OFF			
					213	240	27								1410																	CUST OP			
7	21				000	17	17								1410																	CUST OP			
					17	111									1410																	PWR OFF			
					111	123	12								1410																	CUST OP			
					123	153									1410																	PWR OFF			
					153	167	14								1410																	CUST OP			
					167	202									1410																	PWR OFF			
					202	240	38								1410																	CUST OP			
7	22				000	13	13								1410																	CUST OP			
					13	80									1410																	PWR OFF			
					80	145		.5	60		60		50	50	1415																	FAIL TO BACKSPACE PRINT WM OUT OF CPU -Y [illegible]			
																																FAIL TO ENTER WM INTO MEM. - ORDER ~~NEW~~ TYPEWRITER			
					145	156									1410																	CUST OP			
					156	162	.6								1410																	PUT NEW TYPEWRITER ON SYS (CODE. 12) + TEST			
						TOTALS →	58.5	1.3	6.0																										

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

Month	Day	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Primary C.E. Hours Actual	Primary Diagnostic	Assist C.E. Hours Actual	Assist Diagnostic	Machine Type	Ser. & Number	Comments (Symptom, Cause and Correction)
7	22	162	240									1410		PWR OFF
7	23	00	71									1410		PWR OFF
		71	134	63								1410		CUST OP
		134	143		.9			9	9	9	9	7330	"B"	PERSISTANT DATA CHECKS - NO FIX
		143	240	97								1410		CUST OP
7	24	000	135	15								1410		CUST OP
		135	080									1410		PWR OFF
		080	86	.6								1410		CUST OP
		86	94		.8							7330	"B"	PERSISTANT DATA CKS - ADJ MOVABLE CAP.
		94	240	146								1410		CUST OP
7	25	00	46									1410		PWR OFF
		46	80	34								1415		CUST OP
		80	82		2			2	2			1415		PUT ORIG. TYPEWRITER BACK ON SYS + CK OUT OK
		82	113	31								1410		CUST OP
		113	117			6						1402		KNICK CARDS AT SEL MAG - RE ADJ BINDER + [illegible]
		119	234	11.5								1410		CUST OP
		234	240									1410		PWR OFF
7	26	00	77									1410		PWR OFF
		77	125	48								1410		CUST OP
		125	132			.7		.7	.7	.7	.7	7330		CK FOR DATA CKS
		132	240	108								1410		CUST OP
7	27	00	01	01										Cust. OP
		01	80											Power OFF
		80	240	160										Cust. OP
7	28	00	10	10										Cust. OP
		10	115											Power OFF

83.4 1.9 1.3

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOL'D	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL PART M MECHANICAL		UNIT	PART	TROUBLE
7	28				115	240	125								1410																	C.O.			
7	29				00	14	14																									C.O.			
					14	80																										Power OFF			
					80	101	21																									C.O.			
					101	115																										Power OFF for Electricians work			
					115	240	125																									C.O.			
7	30				00	02	02																									C.O			
					02	74																										Power OFF			
					74	235	161																									C.O.			
					235	240																										Power off			
7	31				00	63																										Power off			
					63	80	17																									C.O.			
					80	85		05							7330 "B"																	P.M. - Diagnostics - Adj. Tp. tracking			
					85	240	155																									C.O.			
8	1				00	20	20																									C.O.			
					20	80																										Power off			
					80	83		03																								Ran T002 - T004 - OK.			
					83	180	97																									C.O.			
					180	192			12						1402																	JAMMING IN 8/2 POCKET FROM RD			
																																SIDE. WOULD ONLY FAIL ON WARPED			
																																CARDS- STILL FAILS ON SOME YELLOW			
																																CARDS. FORMED POCKET LINER E.Hutto			
																																C.O.			
					192	240	48																												

1111 8 1 9 (542)
6.40 .5 L
1.65 .3 1.2 Power

97.8% [illegible]

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE MO	DATE DA	TIME CLOCK START	TIME CLOCK STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	MACHINE TYPE	MACHINE SERIAL NUMBER	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)
8	2	00	24	24					C.O.
		24	80						Power off
		80	85		.5				P.17- Have problems on 1401 Assembly. Ran job on various drives to establish patterns. IOCS is not put out on final output. Suspect drive "B".
		85	240	155					C.O. (Checked voltages on all drives - ok (All LP-TI Lamp voltages were low)
8	3	00	10	10					C.O.
		10	65						Power off
		65	240	175					C.O.
8	4	00	33	33					C.O.
		33	107						Power off
		107	240	133					C.O.
8	5	00	10	10					C.O.
		10	80						Power off
		80	85		.5				PM - Ran cont. T002B on 3 drives-no failure
		85	176	91					C.O
		176	177			01	1403	16391	Ribbon Guide Wire Ripping Card Forms on Right Side. Adj. (Customer was using machine on arrival - was intermittent) RM
		177	240	63					C.O.
8	6	00	15	15					C.O.
		15	75						Power off
		75	174	99					C.O.
		174	175			01			Awaiting C.E.
		175	185			10			Punch Stops - Fail to feed cards - Feed knives out of time Punch feed - Adjusted cam follower arm RM
		185	240	55					C.O.

86.3 1.0 1.2

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MO.	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOL'D	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
8	7				00	105	105																									C.O.			
				01	105	115			10						1402																	Jam - Die will not come out - Removed and reinstalled Punch unit, filed down contact arm on the unit. was catching on die casting. Also adj. front sens cont. on file feed.			
					115	240	125																									C.O.			
8	8				00	58	58																									C.O.			
					58	80																										Power off			
					80	90		10							1402																	Found toggle cams on file feed 180° out of time to each other. Adj. cams and Adj. nuts. OK. now.			
					90	240	150																									C.O.			

4.38 1.0 1.0

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22662 CUSTOMER NAME:

DATE Mo.	DATE Day	TIME CLOCK Start	TIME CLOCK Stop	SYSTEM HOURS Customer Available	SYSTEM HOURS Scheduled Maintenance	SYSTEM HOURS Unscheduled Maintenance	PRIMARY C.E. HOURS Actual	PRIMARY C.E. HOURS Diagnostic	MACHINE Type	MACHINE Off Line	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT Unit
8	9	00	34	34							C.O.	
		34	70								Power off	
		70	80	10							C.O.	
		80	85		05				1411		PM- Ran 360-ok. Had problems with job last night - looks like 7330 "B"	
		85	240	155							C.O. (Assisted customer 1.5 hrs in program debug. Store 'B' reg inst. missing in Card read error routine)	
							35	20	7330 "B"	X	Pulled "B" drive off line and went through Tape tracking, servo, motion and adj. left reel stop clutch. (Had to remove ⊥ shim)	
8	10	00	27	27							C.O.	
		27	80								Power off	
		80	240	160							C.O.	
	11	00	34	34							C.O.	
		34	240								Power off	
8	12	00	75								Power off	
		75	80	.5							C.O.	
		80	89		.9						P.M. - Put "B" drive back on line, ran 7002 on all drives. Ran 360, Replaced line ind. lever on I/O writer, formed paper guide in 1403	
		89	182	93							C.O.	
		182	185			03			1402		Card Jam in Punch - removed	A.P.
		185	240	55 33							C.O.	

573 14 03 35

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AID						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	ELECTRICAL PART	MECHANICAL	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
8	13				00	30	30																										C.O.			
					30	80																											Power off			
					80	90		10							1403																		P.M. - Ran W001Z over cleaning paper, cleaned chain.			
					90	240	150																										C.O.			
8	14				00	28	28																										C.O.			
					28	80																											Power off			
					80	85		05							1402																		P.M. - checked complaints on stacking in various pockets - removed burrs, also there are some badly bent cards.			
					85	240	155				30																						C.O. (Customer complained about wire ripping billforms - no adj. left, so removed wire. Also adj. ribbon screw roller to give less wear on ribbon. All was done while C.O.) (Problem on ch 1 - write and busy on - Mech. hangs - couldnot recreate failure)			
8	15				00	80	80																										C.O.	(Ribbon)		
					80	86		.6																									PM - I/O writer fails to tab interm - adj. covers to prevent drag.			
					86	240	154																										C.O.			

95.3 % available

597 21

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME (CLOCK) START	TIME (CLOCK) STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	OFF LINE	SERVICE AIDS TEST PANEL	SERVICE AIDS DIAGNOSTIC PROGRAM	SERVICE AIDS MARGINAL CHECK	SERVICE AIDS SCOPE	SERVICE AIDS ERROR DETECTION	SERVICE AIDS OTHER (INDICATE IN COMMENTS)	PARTS QUANTITY	PARTS REPLACEMENT PART NUMBER	PARTS RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE SOLID	TROUBLE INTERMITTENT	TROUBLE NO TROUBLE FOUND	TROUBLE E ELECTR CAL / M MECHAN CAL PART	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT UNIT	EDIT PART	EDIT TROUBLE
8	16				00	18	18																									C.O.			
					18	70																										Power off			
					70	80	10																									C.O.			
					80	95		15							1402																	PM- Checked all timings on 1402 Punch because off jams in bills. Found to be all ok.			
																																C.O.			
					95	240	145																												
8	17				00	30	30																												
8	17				80	165	85																									Cleaned punch transport and checked timings	E77		
8	17				165	192			37						1402																				
					192	240	48																												
8	18				00	40	40																									C.O.			
					190	210	20																									C.O			
8	19				80	240	160																									CUST. OP			
											1.0				1415		X															Adj. typewriter cover			
											.5				1402		X															Cleaned punch transport			
8	20				00	10	10																									Cust op			
					10	65																										Pwr off			
					65	240	175																									Cust op			
											1.5				9330	'D'	X															Checked motion-OK.			
8	21				00	70	70																									Cust Op			
					70	80																										Pwr off			
					80	85		05							7330	"D"																Ran T66 5 on Drive "D"			
					85	239	154																									Cust op			
8	21				235	240			05		05				1403	16391																Ribbon off skew - Ribbon skew sensing pawl binding - cleaned	WBF		
8	22				00	010			10		10	10			1403	16391																" " " "			
					015	240	225																									CUST OP.			
					TOTALS →		119.0	2.0	4.2																										

95% avail

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE Month	Day	TIME CLOCK Start	Stop	SYSTEM HOURS Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	PRIMARY C.E. HOURS Actual	Diagnostic	COMMENTS (Symptom, cause and correction)
8	23	00	60	60						C.O.
		60	65							Power off
		65	205	140						C.O.
8	24	83	205	122						C.O.
8	26	74	80	06						C.O.
		80	85		05			10		Ran 3CO, lubricated I/O writer
		85	240	155				20		C.O. (while C.O. - replaced defective 1403 ribbon, checked screw)
8	27	00	40	40						C.O.
		80	85		05			10		Lubricated 1402 motors, cleaned feeds, glued rubber on covers, checked 1403 ribbon screw
		85	240	155						C.O.
8	28	00	07	07						C.O.
		80	85		05			10		PM- Ran 1400 4 II - ok - customer compl. that reader pocket selection does not work - n.n.f.
		85	240	155				20		C.O. (while running bills in 1402 punch - jams occur in stacker transport and stacking is very poor on left side stubs only. No solution)
8	29	00	27	27						C.O.
		58	69	11						C.O.
		80	240	160				20		C.O. (While C.O. adjusted forms tractor.)

1038 15 90

(98.5% avail)

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF-LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
8	30	3			00	46	46																									C.O.			
					80	87		07			1 0				1402																	P.M- Cleaned and Adj. stackers on punch side.			
					87	240	153																									C.O.			
8	31				00	33	33																									C.O.			
					82	101	19																									C.O.			
9	3				80	85		05			1 0																					PM- Ran C003, T002, cleaned 1402			
					85	240	155																									C.O.			
9	4				00	68	68																									C.O.			
					80	85		05			1 0																					PM- Ran T002-T003, M004.			
					85	240	155																									C.O.			
9	5				00	72	72																									C.O.			
					81	240	159 5				4 0				7330 "II"		×															C.O. (Tape dr. "II" off line. Adj. motion, tracking, left reel clutch. In rewind, tape dumps in left col.)			

860 17   70

25.1 .7
6.09 1.0

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code*	Time (Clock) Start	Time (Clock) Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aids (Test Panel, Diagnost Program, Marginal Check, Scope, Error Detect On, Other Indicate in Comments)	Quantity	Parts Replacement Part Number	Return to Plant	Component Address	Trouble Sol'd	Trouble (Intermittent, No Trouble Found, E Electrical, M Mechanical, Part)	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
9	6	3			00	56	56								1410										C.O.			
					83	240	157				15				1402		X								C.O. (While C.O. - cleaned and lubr. 1402)			
																									System dropped power - operator			
																									tightened belts on I/O writer and			
																									Shorted contacts			
9	7	3			00	29	29																		C.O.			
9	9				80	224	224																		C.O.			
9	10				80	84		04																	P.M.- Ran T002-T003 on "D" drive			
					84	103			19		19	05			1411			XX	1	370229	×	11B2C10	x	E	Addr. chan. check - THP 4B up at all times			
																			1	372371	×	11B2720	X	E	One 370229 in stock was bad.			
					103	233	130																		C.O.			
9	11				75	194	119																		C.O.	New 1403 Ribbon		
					214	240	26																		C.O.			
9	12				00	18	18																		C.O.			
					71	81	10																		C.O.			
					81	88		01							7330 B+D										P.M.- Checked clearance and parallel on			
																									stop capstan - write tapes to measure IRG -			
																									both look good. Write no bits - read back -			
																									no bit pick up.			
					88	212	124 24																		C.O.			

97.3 % available

887 11 19
693

IBM Data Processing Division

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: [illegible]

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE *	TIME (CLOCK) START	TIME (CLOCK) STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	OFF LINE	SERVICE AIDS TEST PANEL	SERVICE AIDS DIAGNOSTIC PROGRAM	SERVICE AIDS MARGINAL CHECK	SERVICE AIDS SCOPE	SERVICE AIDS ERROR DETECT ON	SERVICE AIDS OTHER INDICATE IN COMMENTS	PARTS QUANTITY	PARTS REPLACEMENT PART NUMBER	PARTS RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE SOLID	TROUBLE INTERMITTENT	TROUBLE NO TROUBLE FOUND	TROUBLE E ELECTRICAL M MECHANICAL PART	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT UNIT	EDIT PART	EDIT TROUBLE
9	13				60	79	19																									C.O.			
					79	84		05																								Attempted to put new ~~diag~~ diagnostics on tape - could not.			
					84	205	121																									C.O.			
					207	208	01																									C.O.			
9	14				81	177	96																									C.O.			
9	16				80	82		02																								P.M. Dup diagnostics			
					82	88	06																									C.O.			
					88	91			03						1414																	Ring check - cleared.			
					91	240	149																									C.O.			
9	17				00	10	10																									C.O.			
					71	80	09																									C.O.			
					80	89		09																								P.M. - Put CS 41-42 on Master, deleted C001, created memory dump tape and tested.			
					89	240	151				15	15																				C.O. (Troubles on 1403 overflow on [illegible] condition. Seems to be routine improper.)			
9	18				00	58	58																									C.O.			
					72	240	168																									C.O.			
9	19				00	13	13																									C.O.			
					80	89		09																								Put T022A on Master, deleted CU01, T005, T015 created new dump.			
					89	240	151 46																									C.O.			

97% available

952 25 03

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM 1410 SERIAL NUMBER 22668 CUSTOMER NAME

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME (CLOCK) START	TIME (CLOCK) STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)
9	20	3			00	82	82				C.O.
					82	86		04			P.M.-Ran T022A on 3 drives
					86	240	154				C.O.
9	22				00	30	30				C.O.
					93	155	62				C.O.
9	23				80	85		05			P.M. - Ran T022A on "A" drive, moved upper forms tractor bar right to align with lower.
					85	240	155				C.O.
9	24				00	62	62				C.O.
					8[illegible]	84		04			P.M. - Ran CS41-42
					84	240	156				C.O. (Adj. R-14 on "D" drive - trouble on high speed rewind)
9	25				00	58	58				C.O.
					80	86		06			Checked out 1414 serv. Aid 17 - found defective cards.
					86	240	154				C.O.
9	26				00	55	55				C.O.
					80	240	160 63				C.O.

78.2% Avail.

1128 19

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE: MONTH	DATE: DAY	DATE: YEAR	INCIDENT: NUMBER	INCIDENT: CODE	TIME (CLOCK): START	TIME (CLOCK): STOP	SYSTEM HOURS: CUSTOMER AVAILABLE	SYSTEM HOURS: SCHEDULED MAINTENANCE	SYSTEM HOURS: UNSCHEDULED MAINTENANCE	SYSTEM HOURS: OTHER	PRIMARY C.E. HOURS: ACTUAL	PRIMARY C.E. HOURS: DIAGNOSTIC	ASSIST C.E. HOURS: ACTUAL	ASSIST C.E. HOURS: DIAGNOSTIC	MACHINE: TYPE	MACHINE: SERIAL NUMBER	MACHINE: OFF LINE	SERVICE AIDS: TEST PANEL	SERVICE AIDS: DIAGNOSTIC PROGRAM	SERVICE AIDS: MARGINAL CHECK	SERVICE AIDS: SCOPE	SERVICE AIDS: ERROR DETECTION	SERVICE AIDS: OTHER (INDICATE IN COMMENTS)	PARTS: QUANTITY	PARTS: REPLACEMENT PART NUMBER	RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE: SOLID	TROUBLE: INTERMITTENT	TROUBLE: NO TROUBLE FOUND	TROUBLE: E ELECTRICAL / M MECHANICAL PART	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT: UNIT	EDIT: PART	EDIT: TROUBLE
9	27				00	63	63																									C.O.			
					81	83		02																								P.M.- 1410 serv. Aid 53			
					83	240	157																									C.O.			
9	28				00	79	79																									C.O.			
9	29				166	219	53																									C.O.			
9	30				81	240	159																									C.O.			
10	1				00	37	37																									C.O.			
					80	88		08																								P.M. - Diagnostics maint.			
					88	232	144																									C.O.			
10	2				80	88		08																								P.M. - New progr. on diagn. tape			
					88	240	152																									C.O.			
10	3				00	80	80																									C.O.			
					80	89		09																								P.M. - Vacuum cleaned 1403 and chain, checked "A" frame relays - dropping blowers on "power off."			
					89	240	151 54																									C.O.			

1075 27
56.4

97.5

IBM Data Processing Division

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22068 CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE						COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL	M MECHANICAL	PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
10	4				00	81	81																											C.O.			
					81	89		08																										P.M. - Made corrections in CS41Ⅲ, ran T021A and C03.			
					89	240	151																											C.O.			
10	5				00	66	66																											C.O.			
					204	240	36																											C.O.			
10	6				00	52	52																											C.O.			
					234	240	06																											C.O.			
10	7				00	68	68																											C.O.			
					80	112	32																											C.O.			
					112	113			01																									CB-2 tripped - I/O bottom cover on too tight - replaced existing wing bolts with screws.			
					113	240	127																											C.O.			
10	8				00	73	73																											C.O.			
					80	83		03																										P.M.- Adj. lateral Printing alignment-1403 (New Ribbon)			
					83	240	157																											C.O. (Problem on B drive writing scew - suspect dirty drive)			
10	9				00	79	79																											C.O.			
					79	88		09																										P.M. - Ran 7330 A, B, C, following - Write 1000 char. record - Bksp. - skip - and back to write. Read blank tape after many loops - no bits left on tape - Erase o.k. Ran T021 and interchanged all tapes - no errors. Ran T008 - everything o.k.			
					88	240	152																											C.O.			
10	10				00	69	69																											C.O.			
					72	137	65																											C.O.			
					137	141			04						1402																			Replaced Feed knife block.			
					141	240	99																														
						1313	2005																														

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM: 1410

SERIAL NUMBER: [illegible]

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	ELECTRICAL	MECHANICAL	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
10	11	3			00	77	77																										C.O.			
					127	195	68																										C.O.			
					209	233	24																													
10	12				85	196	111																										C.O.			
10	13				81	131	50																										C.O.			
					197	235	38																										C.O.			
10	14				80	90		10																									P.M. - Ran T021 on drive B-C-D, o.k. - ran T002, o.k. -			
																																	ran W001 and cleaned 1403 chain.			
					90	240	150																										C.O.			
10	15				00	66	66																										C.O.			
					80	84		04																									P.M. - checked and adj. preamps on all drives			
					84	240	156																										C.O.			
10	16				00	29	29																										C.O.			
					71	226	155				25				1402		X																C.O. (While C.O. - removed punch unit, cleaned			
																																	and lubr., lubricated belts.)			
10	17				80	240	160 55																										C.O.			

98.6 % avail

1084 14 25

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E-ELECTRICAL PART M-MECHANICAL PART		UNIT	PART	TROUBLE
10	18	3			00	23	23																									C.O.			
					59	240	181																									C.O.			
10	19	3			00	77	77																									C.O.			
10	20	3			92	182	90																									C.O.			
					199	219	30																									C.O.			
10	21	3			72	80	08																									C.O.			
					80	83		03																								P.M. - Ran WT017 ck - adj. 1402 reader card weight.			
					83	232	149																									C.O.			
10	22	3			56	240	184																									C.O.			
10	23	3			00	59	59																									C.O.			
					62	99	37																									C.O.			
					99	100			01						1403																	Hammers catch bill form - adj. guard			
					10	240	140																									C.O.			
10	24				00	08	08																									C.O.			
					57	80	23																									C.O.			
					80	84		04																								PM- Ran T021 - ok			
					84	240	156 66																									C.O.			

99.3% avail.

1165 07 01

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL	PART		UNIT	PART	TROUBLE
10	25	3			00	43	43																										C.O.			
					56	164	108																										C.O.			
					164	168			04						1402																		OFF punching - feedknifes out of time			
					168	237	69																										C.O.			
10	26				116	160	44																										C.O.			
10	28				68	79	11																										C.O			
					79	84		05																									P.M.- ran C03, M001, T022 on drives A,B,C.			
					84	235	151																										C.O.			
10	29				80	238	158																										C.O.			
10	30				57	80	23																										C.O.			
					80	90		10																									P.M.- Investigated problem on billing - "Name & address" tape drive B. No failures.			
					90	240	150																										C.O.			
10	31				00	20	20																										C.O.			
					57	240	183 44																										C.O.			

98% avail.

960 1504

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 2266P

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
11	1	3			00	01	01																									C.O. New Ribbon			
					80	219	139																									C.C.			
11	2				93	172	79																									C.O.			
11	3				164	182	18																									C.O.			
11	4				57	61	04																									C.O.			
					80	83		03																								P.M. - Ran tapes off line			
					83	92			09						1411									1	370204x		11C3717x				E	"A" ch. Validity error - no 4 bit - bad SMS card in E1 reg.			
					92	240	148																									C.O.			
11	5				00	31	31																									C.O			
					80	82	02																									C.O			
					82	101		19							1402																	P.M. - Interm Punch stops - adj. punch clutch. Also ran faulty tape to bad record to develop bad skips.			
					101	127	26																									C.O.			
					127	129			02																							Read in bad tape records to see whats what			
					129	233	104																									C.O.			
11	6				56	81	15																									C.O.			
					81	85		04																								P.M. - Installed babysitter in Tau to monitor 2 conditions.			
					85	240	155																									C.O.			
11	7				00	05	05																												
11	7				80	84		4							1411																	Scope Tape Unit select ckts all seem OK.			
					84	240	156 37								1414																	C.O. Bugged from Echan Unit Number reg on out			

- 883 30 11

95% avail

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 2268

CUSTOMER NAME:

DATE Month	DATE Day	DATE Year	INCIDENT Number	INCIDENT Code	TIME CLOCK Start	TIME CLOCK Stop	SYSTEM HOURS Customer Available	SYSTEM HOURS Scheduled Maintenance	SYSTEM HOURS Unscheduled Maintenance	SYSTEM HOURS Other	PRIMARY C.E. HOURS Actual	PRIMARY C.E. HOURS Diagnose	ASSIST C.E. HOURS Actual	ASSIST C.E. HOURS Diagnose	MACHINE Type	MACHINE Serial Number	Off Line	SERVICE AIDS Test Panel	SERVICE AIDS Diagnostic Program	SERVICE AIDS Marginal Check	SERVICE AIDS Scope	SERVICE AIDS Error Detect On	SERVICE AIDS Other Indicate in Comments	PARTS Quantity	PARTS Replacement Part Number	PARTS Return to Plant	COMPONENT ADDRESS	TROUBLE Sol'd	TROUBLE Intermittent	TROUBLE No Trouble Found	TROUBLE E Electrical / M Mechanical	TROUBLE Part	COMMENTS (Symptom, Cause and Correction)	EDIT Unit	EDIT Part	EDIT Trouble
11	8	63			00	33	33																									C.O.			
					80	103			23						1411									2	207344							No Power - 2 shorted diodes replaced			
					103	240	137																									C.O.			
11	9				00	18	18																									C.O.			
					93	161	68																									C.O.			
11	10				124	175	51																									C.O.			
11	11				56	80	24																									C.O.			
					80	87		07																								P.M. - Checked out baby sitter reset, ran T021			
					87	119	32																									C.O.			
					119	122			03						1402																	Punch feed knife block broken - replaced			
					122	240	118																									C.O.			
11	12				00	60	60																									C.O.			
					79	86		07																	370234							P.M. - J00001 ✓ gives Instr. check. Found we need card in 11D3B08.			
					86	237	151																									C.O.			
11	13				80	85		05																								PM - Ran T021 - T022			
					85	240	155																									C.O.			
11	14				00	04	04																									C.O.			
					63	240	177 55																									C.O.			

1028 19 26

95.5% avail.

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	Parts Replacement Part Number	Trouble Intermittent	Trouble E Electrical	Comments (Symptom, Cause and Correction)
11	15	3	1	00	70	70						C.O.
				80	85		05					P.M. - Biased 1414 II - on 13.5v get skew err.
				85	240	155						C.O.
11	16			00	76	76						C.O.
				106	185	79						C.O.
11	17			153	161	08						C.O.
11	18			58	80	22						C.O.
				80	87		07					P.M. - Skew errors on 1414 - Repl. 6F15 card.
				87	240	153						C.O.
11	19			00	06	06						C.O.
				66	81	15						C.O.
				81	86		05					P.M. - Scoping skew errors on bias - [illegible] & increase in rate.
				86	240	154						C.O.
11	20			00	80	80						C.O.
				80	85		05		371350A	x	E	P.M. - WC & Trigger goes bad under bias.
				85	240	155						C.O.
11	21			00	80	80						C.O.
				80	85		05					P.M. - Repl. WC & card, ran Test under bias o.k., cleaned 1403, filled oil well
				85	228	143 65						C.O. -

1196 27

97.7% avail

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM: 1410 SERIAL NUMBER: [illegible] CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	ELECTRICAL PART MECHANICAL PART		UNIT	PART	TROUBLE
11	22	3			10	198	188																									C.O.			
11	23				06	166	160																									C.O.			
11	24				137	148	11																									C.O.			
11	26				70	200	130																									C.O.			
11	27				47	71	24																									C.C.			
					79	82		03																								P.14. - Ran C03 - WT01			
					~~82~~	240	158																									C.C.			
11	28				00	16	16 2 9																									C.O.			

687 03

99.5 % avail.

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22662

CUSTOMER NAME:

Date			Incident		Time Clock		System Hours				Primary C.E. Hours		Assist C.E. Hours		Machine			Service Aids						Parts			Component Address	Trouble				Comments (Symptom, Cause and Correction)	Edit		
Month	Day	Year	Number	Code	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Actual	Diagnost	Actual	Diagnost	Type	Serial Number	Off Line	Test Panel	Diagnost Program	Marginal Check	Scope	Error Detect On	Other (Indicate in Comments)	Quantity	Replacement Part Number	Return to Plant		Solid	Intermittent	No Trouble Found	E Electrical / M Mechanical Part		Unit	Part	Trouble
11	29	3			81	222	141								1410																	C.O.			
11	30				78	116	38																									C.O.			
					131	178	47																									C.O.			
					194	216	22																									C.O.			
12	2				82	237	155																									C.O.			
12	3				64	82	18																									C.O,			
					82	84		02																								P.M.- Ran T022 on drives A, C, D.			
					84	237	153																									C.O.			
12	4				64	82	18																									C.O.			
					82	86				04																						PM - Installed EC 252961 - Ran ST01, 14C04			
					86	240	154																									C.O.			
12	5				00	81	81																									C.O.			
					81	87		06																								P.M.- 1402 - grease gears, belts, clutches			
					87	240	153																									C.O			

960 08 04

98.5% avail.

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22008 CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTR CAL. / M MECHAN CAL. PART		UNIT	PART	TROUBLE
12	6	3			00	80	80																									C.O.			
					80	87		07																								P.M. -1403			
					87	240	153																									C.O.			
12	7				00	124	124																									C.O.			
					206	207	01																									C.O.			
12	9				77	240	163																									C.O.			
12	10				00	20	20																									C.O			
					51	82	31																									C.O.			
					82	93		11																								P.M.- Checking drives - preamps, skew.			
					93	96	03																									C.O.			
					96	103			07						7330	"C"																Tape guide broken - replaced			
					103	240	117																									C.O.			
12	11				00	03	03																									C.O.			
					31	79	48																									C.O.			
					79	92		13																								P.M.- Looking into "A" reg checks.			
					92	240	148																									C.O.			
12	12				00	80	80																									C.O.			
					80	96		16																								P.M.- "B" drive has excess data checks - adj. tape motion. Reworked paddle in "D" drive as per Serv Aid 85, Ran T021, T002 on all drives			
					96	240	144 54																									C.O.			

1115 47 07

95 % avail.

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Machine Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detection	Service Aids Other (Indicate in Comments)	Parts Quantity	Parts Replacement Part Number	Parts Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble E Electr. Ca. / M Mechan. Ca. Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
12	13				00	44	44																									C.O.			
					66	234	168																									C.O.			
12	14				83	99	16																									C.O			
					99	142			43						1411																	Mem. can not read out- broken wire on			
																																X term. res.			
					142	201	59																									C.O.			
12	15				214	223	09																									C.O.			
12	16				64	240	176																									C.O.			
12	17				00	48	48																									C.O.			
					80	91		11																								P.M.- Ran T021, T022 on all drives, cleaned			
																																printer and chain, cleaned punch, & I/O printer			
					91	240	149																									C.O			
12	18				00	31	31																									C.O.			
					80	85		05																								P.M.- Ran R001, W001 both ok.			
					85	240	155																									C.O.			
12	19				00	06	06																									C.O.			
					82	87		05																								P.M.- Repl. Clipping level cards as per 1401 CEM			
					87	240	153																									C.O.			
							57																												

·1014 21 43

93.6 % available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: [illegible]

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Service Aids Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detection	Service Aids Other Indicate in Comments	Parts Quantity	Parts Replacement Part Number	Parts Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble E Electrical Part / M Mechanical Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
12	20				00	10	10																									C.O.			
					73	240	167																									C.O.			
12	21				00	10	10																									C.O.			
12	23				80	85		05																								P.M. - Checked Tape tracking - Ran T002			
					85	240	155																									C.O.			
12	24				00	02	02																									C.O.			
					57	179	122																									C.O.			
12	26				80	84		04																								P.M- Cleaned 1402			
					84	240	156																									C.O.			
							22																												
																																C.O.			
																																C.O.			

622 09

98.2% available

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM: 1410 SERIAL NUMBER: 22608 CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time (Clock) Start	Time (Clock) Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Ser. Number	Machine Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detect On	Service Aids Other Indicate in Comments	Parts Quantity	Parts Replacement Part Number	Parts Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble E Electrical Part / M Mechanical Part	COMMENTS Symptom, Cause and Correction	Edit Unit	Edit Part	Edit Trouble
12	27				00	09	09																									C.O.			
					81	240	159																									C.O.			
12	28				00	03	03																									C.O.			
12	30				80	240	160																									C.O.			
12	31				79	81	02																									C.O.			
					81	86		05																								P.M. - Had perm read error on Diagn. Tape - recreated tape.			
					86	214	128																									C.O.			
1	1				115	139	24																									C.O.			
1	2				80	87			07						1411									1	370206x		11C4C18x				E	MX-32 and 33 on - Repl. SMS			
					87	240	153																									C.O.			
							23																												

• 638 05 07
1.77

98.0 % avail.

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22068 CUSTOMER NAME:

Date: Month	Date: Day	Date: Year	Incident: Number	Incident: Code	Time (Clock): Start	Time (Clock): Stop	System Hours: Customer Available	System Hours: Scheduled Maintenance	System Hours: Unscheduled Maintenance	System Hours: Other	Primary C.E. Hours: Actual	Primary C.E. Hours: Diagnostic	Assist C.E. Hours: Actual	Assist C.E. Hours: Diagnostic	Machine: Type	Machine: Serial Number	Off Line	Service Aids: Test Panel	Service Aids: Diagnostic Program	Service Aids: Marginal Check	Service Aids: Scope	Service Aids: Error Detection	Service Aids: Other Indicate in Comments	Parts: Quantity	Parts: Replacement Part Number	Parts: Return to Plant	Component Address	Trouble: Solid	Trouble: Intermittent	Trouble: No Trouble Found	Trouble: Electrical / Mechanical Part	Comments (Symptom, Cause and Correction)	Edit: Unit	Edit: Part	Edit: Trouble
1	3				00	09	09																									C.O.			
					85	240	155																									C.O.			
1	4				00	103	103																									C.O.			
					182	236	54																									C.O.			
1	6				80	87		07																								P.M. - Lubricated all 7330, cleaned 1402			
					87	240	153																									C.O.			
1	7				00	15	15																									C.O.			
					77	80	03																									C.O.			
					80	86		06																								P.M. - R001			
					86	240	154																									C.O			
1	8				00	34	34																									C.O.			
					76	240	164																									C.O.			
1	9				00	07	07																									C.O.			
					84	88			04						7330	B																No Vac. motor - need brushes			
					88	240	152																									C.O.			
							45																												

1003 13 04

98.3% available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE		TIME CLOCK		SYSTEM HOURS			MACHINE		COMMENTS
MONTH	DAY	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	TYPE	SERIAL NUMBER	SYMPTOM, CAUSE AND CORRECTION
1	10	00	18	18					C.O
		65	240	175					C.O.
1	11	00	11	11					C.O
		11	20			09	7330	B	Repl. Vacuum brushes
		20	110	90					C.O.
1	12	148	228	80					C.O.
1	13	78	80	02					C.O.
		80	85		05				Ran R002 - T002 - T003 - T021 OK
		85	110	25					C.O.
		110	120			10	1415		I/O writer cable broke - picked up spare and installed.
		120	240	120					C.O.
1	14	00	40	40					C.O.
		81	96	15					C.O.
		96	97			01	7330	A	No Vacuum - cleaned brushes - n.g.
		97	240	143					C.O. (Installed new set of brushes)
1	15	00	38	38					C.O.
		81	106	25					C.O
		106	110		04				P.M. - Installed I/O writer after P.M. and test
		110	240	130					C.O.
1	16	00	30	30					C.O.
		81	240	159 65					C.O.

1101 09 20

97.2 % available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410

SERIAL NUMBER: 22668

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE		SERVICE AIDS							PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF-LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	RAPID DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL PART M MECHANICAL PART		UNIT	PART	TROUBLE
1	17				00	51	51																									C.O.			
					76	79	03																									C.O.			
					79	86		07																								P.M. - Ran w/T01 on both I/O writers, duped new Mem. dump diagn.			
					86	240	154																									C.O.			
1	18				00	141	141																									C.O.			
					150	240	90																									C.O.			
1	19				00	240	240																									C.O.			
1	20				00	15	15																									C.O.			
					79	86				07					1414	II																Installed correction to EC-252643 as per white letter, ran all tape diagn.			
					86	240	154																									C.O.			
1	21				00	76	76																									C.O.			
					80	84		04																								P.M. - Installed spare I/O writer			
					84	240	156																									C.O.			
1	22				00	80	80																									C.O.			
					80	86				06					1414	II																Inst. EC-252942, tested with T021.			
					86	240	154																									C.O.			
1	23				00	80	80																									C.O.			
					80	88		08																								P.M. - 1402 CB's			
					88	240	152 73																									C.O.			

-1546 19 13

97.2 % available

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM: 1410 SERIAL NUMBER: 22668 CUSTOMER NAME:

DATE Month	DATE Day	DATE Year	INCIDENT Number	INCIDENT Code *	TIME (CLOCK) Start	TIME (CLOCK) Stop	SYSTEM HOURS Customer Available	SYSTEM HOURS Scheduled Maintenance	SYSTEM HOURS Unscheduled Maintenance	SYSTEM HOURS Other	MACHINE Type	MACHINE Serial Number	PARTS Replacement Part Number	COMMENTS (Symptom, Cause and Correction)
1	24				00	33	33							C.O.
					39	66	27							C.O.
					79	81	02							C.O.
					81	87		06			1402			PM- Repl. both sets of Rdr. brushes
					87	240	153							C.O.
1	25				00	105	105							C.O.
1	25				105	130			25		1402		602496	BROKEN PULLEY. DRIVER FOR RL CAMS KH
					130	177	47							C.O.
1	26				84	132	48							C.O.
					138	183	45							C.O.
1	27				80	240	160							C.O.
1	28				00	35	35							C.O.
					70	240	170							C.O
1	29				00	81	81							C.O.
					81	82		01						P.M. - Installed I/O writer
					82	240	158							C.O.
1	30				00	15	15							C.O.
					41	80	39							C.O.
					80	86		06						P.M. - Bias on ST01 - 1414 III - 1411 A and B frame
					86	240	154							C.O.
							67							
TOTALS →							1272	13	25					

97.0 % available

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM: 14 SERIAL NUMBER: [illegible] CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	CE LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTR CAL M MECHAN CAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
1	31				00	08	08																									C.O.			
					79	240	161																									C.O.			
2	1				00	17	17																									C.O.			
					98	142	44																									C.O.			
2	3				80	84		04																								P.M. - Adj. timing dial on 1403, repl. I/O writer			
					84	240	166																									C.O.			
2	4				00	10	10																									C.O			
					76	80	04																									C.O.			
					80	85		05																								P.M.- Put I/O writer back in, ran diagnostics			
					85	240	155																									C.O.			
2	5				00	26	26																									C.O.			
					80	82	02																									C.O.			
					82	92		10																								P.M.- 1403 unit 1+3			
					92	240	148																									C.O.			
2	6				00	27	27																									C.O			
					71	80	09																									C.O.			
					80	84		04																								PM - Created new diagnostic tapes, tested			
					84	240	156 47																									C.O.			

933 23
7.64

97.5% available

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM: 1401

SERIAL NUMBER: 20668

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME (CLOCK) START	TIME (CLOCK) STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	OFF LINE	SERVICE AIDS TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER (INDICATE IN COMMENTS)	PARTS QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTR CAL / M MECHAN CAL PART	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT UNIT	EDIT PART	EDIT TROUBLE
2	7				00	35	35																									C.O.			
					58	240	182																									C.O.			
2	8				00	240	240																									C.O.			
2	[illegible]				00	18	18																									C.O.			
2	11				54	240	186				10	03			7330 "B"		X															C.O. (Drive B no High speed rewind - R1-BU)			
2	11				00	240	240																									C.O.			
2	12				00	30	30																									C.O.			
					61	240	179																									C.O.			
2	13				00	240	240 3																									C.O.			
							1350				10	03																				100% available			

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

*INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code*	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detection	Service Aids Other Indicate in Comments	Parts Quantity	Parts Replacement Part Number	Parts Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble E-Electrical M-Mechanical Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
2	14				00	35	35																									C.O.			
					36	132	94				15	00			1402		X															C.O. (P.M. - Read-Punch feed, cams, gears, clutches)			
					132	141			09						1402																	Val. check - belt jumped cog.			
					141	240	99																									C.O.			
2	15				00	134	134																									C.O.			
					214	240	26																									C.O.			
2	16				00	10	10																									C.O.			
2	17				63	80	17																									C.O.			
					80	90		10																								P.M. - Adj. 1402 reader hopper, throat			
					90	240	150																									C.O.			
2	18				00	65	65																									C.O.			
					76	240	164																									C.O.			
2	19				00	54	54																									C.O.			
					64	75	11																									C.O.			
					80	82	02																									C.O.			
					82	85		03																								Ran T020 - all drives backsp. past L.P.			
					85	240	155																									C.O.			
2	20				00	58	58																									C.O.			
					72	240	168																									C.O.			
							77																												

1242 1309 15

98.2 % available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1411 SERIAL NUMBER: [illegible] CUSTOMER NAME:

Date			Incident		Time Clock		System Hours				Primary C.E. Hours		Assist C.E. Hours		Machine			Service Aids						Parts			Component Address	Trouble				Comments	Edit		
Month	Day	Year	Number	Code	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Actual	Diagnostic	Actual	Diagnostic	Type	Serial Number	Off-Line	Test Panel	Diagnostic Program	Marginal Check	Scope	Error Detect On	Other Indicate in Comments	Quantity	Replacement Part Number	Return to Plant		Solid	Intermittent	No Trouble Found	E Electr. Ca. / M Mechan. Ca. Part	Symptom, Cause and Correction	Unit	Part	Trouble
2	21				00	103	103																									C.O.			
					103	104			01						1402																	Not punching col 31 - cold solder joint			
					104	152	48																									C.O.			
					152	163				11																						EC work - 1411-253146			
																																7330's - Serv. aid 77. ran T020 fine.			
2	23				00	09	09																									C.O.			
2	24				24	73	49																									C.O.			
					76	240	164																									C.O.			
2	25				00	28	28																									C.O.			
					56	240	184																									C.O.			
2	26				00	81	81																									C.O.			
					81	85		04																								P.M. - Cleaned 1403 - 1402			
					85	240	155																									C.O.			
2	27				00	55	55																									C.O.			
					60	72	12																									C.O.			
					75	240	165																									C.O.			
							56																												

1053 04 01 11

98.7 % available

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM: 1401

SERIAL NUMBER: [illegible]

CUSTOMER NAME: -

Date			Incident		Time (Clock)		System Hours				Primary C.E. Hours		Assist C.E. Hours		Machine			Service Aids						Parts			Component Address	Trouble					Comments (Symptom, Cause and Correction)	Edit		
Month	Day	Year	Number	Code	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Actual	Diagnosis	Actual	Diagnosis	Type	Serial Number	Off Line	Test Panel	Diagnost Program	Marginal Check	Scope	Error Detection	Other (Indicate in Comments)	Quantity	Replacement Part Number	Return to Plant		Solid	Intermittent	No Trouble Found	E Electr Ca. / M Mechan Ca.	Part		Unit	Part	Trouble
2	28	4			00	07	07																										C.O.			
					65	240	175																										C.O.			
2	29				00	14	14																										C.O.			
					109	135	26																										C.O.			
3	1				193	209	16																										C.O.			
3	2				57	240	183																										C.O.			
3	3				00	51	51																										C.O.			
					56	80	24																										C.O.			
					80	86		06																									P.M - Ran C020-C021-T022 - W001-cleaned			
																																	chain, lubr. ribbon feed.			
					86	187	101																										C.O.			
					187	194			07						7330 C																		Datachecks - adj. tape feeding			
					194	240	46																										C.O.			
3	4				00	80	80																										C.O.			
					80	87		07																									P.M- File feed, ran T022			
					87	240	153																										C.O			
3	5				00	240	240																										C.O.			
							54																													

1116 13 07
894

98.3 % available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1401 SERIAL NUMBER: [illegible] CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE		SERVICE AIDS							PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOST PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
3	6				00	135	135																									C.O.			
					135	140			05						1402																	Raster checks on Sort 11 deck - w.n.f.			
					140	240	100																									C.O.			
3	7				00	22	22																									C.O.			
					22	26			04																							Power failure - no problem			
					26	62	36																									C.O.			
					120	240	120																									C.O.			
3	8				00	13	13																									C.O.			
					85	152	67																									C.O.			
3	9				76	80	04																									C.O.			
					80	87		07																								P.M. - Checked memory E.C. - ran mainframe diagn.			
																																ran WT01 on spare I/O writer.			
					87	178	91																									C.O.			
					178	182			04						7330	A																Data checks - worn rocker arms			
					182	215	33				40	05																				C.O.			
					215	218			03						7330	A																Ran T020-T021-T022- ok			
					218	240	22																									C.O.			
3	10				00	240	240				15																					C.O. (Adj. 1402 jam contact. cleaned [illegible] 3)			
3	11				00	240	240																									C.O.			
3	12				00	240	240 43				20				1402																	C.O. (Removed, clean, lubr. Punch unit)			

1363 07 16 75

98.3 % available

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	PART E ELECTRICAL M MECHANICAL		UNIT	PART	TROUBLE
3	13				00	50	50																									C.O.			
					60	87	27																									C.O.			
					87	89				02					1411 B																	EC -252298 installed			
					89	240	151																									C.O.			
3	14				00	61	61																									C.O.			
					128	176	48																									C.O.			
					234	236	02																									C.O.			
3	16				51	79	28																									C.O.			
					79	95		16																								P.M.- 7330'C' write problems, ran reader checks			
					95	177	82				40																					C.O. (Punch jams on bills - retimed punch unit. Inst. new			
					177	179			02																							rocker arm in 7330C) Ran T020			
					179	240	61																									C.O.			
3	17				00	240	240																									C.O.			
3	18				00	240	240																									C.O.			
3	19				00	37	37																									C.O.			
					37	42			05						1402																	Rdr. ready drops - w.n.f.			
					42	104	62																									C.O.			
					104	107			03						1402																	Pocket select problem - new tape on armature			
					107	240	133																									C.O. (Analyzed program problems with customer)			
							64																												

*1222 16 10 0240

97.8% available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: [illegible] SERIAL NUMBER: [illegible] CUSTOMER NAME:

DATE		TIME CLOCK		SYSTEM HOURS			PRIMARY C.E. HOURS	MACHINE	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)
MONTH	DAY	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	ACTUAL	TYPE	
3	20	00	240	240					C.O.
3	21	00	74	74					C.O.
		100	223	123					C.O.
3	22	123	175	52					C.O.
3	23	63	162	99			30	1402	C.O. (off line-retimed PA 9+10-w.m.work)
		162	163			01		1402	Rpl. sensing pads
		163	240	77					C.O.
3	24	00	62	62					C.O.
		76	240	164			30	1402	C.O. (off line - replaced sensing pad on 1402 reader - (cleaned + timed PA-Cb's)
3	25	00	80	80					C.O.
		80	87		07				Ran C020, T020, cleaned 1403-1402
		87	240	153					C.O.
3	26	00	50	50					C.O.
		59	130	71					C.O.
		130	140			10		1402	Misfeeding cards - repl. throat roller, adj.
		140	157	17					C.O.
		157	162			05		1402	Rdr. checks - card lever timing
		162	240	78					C.O.
				85					

134007 16 60

98.3% available

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Avail.	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary CE Hours Actual	Primary CE Hours Diagnostic	Assist CE Hours Actual	Assist CE Hours Diagnostic	Machine Type	Machine Serial Number	Comments (Symptom, Cause and Correction)
3	27				00	64	64										C.O.
					112	121		09			45				7330	B+D	Replaced Rocker Asm. on both drives, ran
																	T020-21-22
					121	142	21										C.O.
					142	156			14						1402		Readerstops - adj. 1st +2nd Ch, timed RLCBs
					156	207	51										C.O.
3	30				63	174	111										C.O.
					174	208			34						1402		Power dropped on system - Cb tripped in 1402
					208	240	32										C.O.
3	31				00	83	83										C.O.
					83	94		11									PM - Repl. 3 forms teeth, ran T021-T020
					94	240	146										C.O.
4	1				00	114	114										C.O.
					114	119				05							Ran "B.11 tape gen." - with data checks, went ok
					119	240	121										C.O.
4	2				00	18	18										C.O.
					78	82	04										C.O.
					82	90		08									PM - Ran tape motion on A, wrote on all
																	drives to measure gaps.
					90	240	150										C.O.
							43										

915 28 48 05 45
407

910 to [illegible]

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM: 1410 SERIAL NUMBER: [illegible] CUSTOMER NAME:

Date			Incident		Time Clock		System Hours				Primary C.E. Hours		Assist C.E. Hours		Machine			Service Aids						Parts			Component Address	Trouble					COMMENTS	Edit		
Month	Day	Year	Number	Code	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Actual	Diagnostic	Actual	Diagnostic	Type	Serial Number	Off Line	Test Panel	Diagnostic Program	Marginal Check	Scope	Error Detection	Other Indicate in Comments	Quantity	Replacement Part Number	Return to Plant		Solid	Intermittent	No Trouble Found	Part E Electrical	Part M Mechanical	(Symptom, Cause and Correction)	Unit	Part	Trouble
4	3				00	240	240																										C.O.			
4	4				00	110	110																										C.O.,			
					122	164	42																										C.O.			
					142	201	03																										C.O.,			
					211	221	10																										C.O.			
4	6				80	91		11																									P.M. - I/O writer locked, lubr. centr clutch, adj. switch mech. on 1403			
					91	240	149																										C.O.			
4	7				00	83	83																										C.O.			
					83	88				05																							Inst EC 253147 on 1414 III, ran RP01			
					88	240	152																										C.O.			
4	8				00	240	240																										C.O.			
4	9				00	240	240 81				10	00			1403																		C.O. (PM on 1403 off line)			

1269 11 0510

98.8% avail.

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME (CLOCK) START	TIME (CLOCK) STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	MACHINE OFF LINE	SERVICE AIDS TEST PANEL	SERVICE AIDS DIAGNOSTIC PROGRAM	SERVICE AIDS MARGINAL CHECK	SERVICE AIDS SCOPE	SERVICE AIDS ERROR DETECTION	SERVICE AIDS OTHER (INDICATE IN COMMENTS)	PARTS QUANTITY	PARTS REPLACEMENT PART NUMBER	PARTS RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE SOLID	TROUBLE INTERMITTENT	TROUBLE NO TROUBLE FOUND	TROUBLE E ELECTR CAL / M MECHAN CAL PART	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT UNIT	EDIT PART	EDIT TROUBLE
4	10				00	240	240																									C.O.			
	11				00	78	78																									C.O.			
					123	226	103																									C.O.			
	12				152	182	30																									C.O			
					197	203	06																									C.O.			
	13				58	82	24																									C.O.			
					82	88		06																								PM- Ran T020-T021 - o.k.			
					88	90			02																							Tested control cards on sort 11 - o.k.			
					90	240	150																									C.O.			
	14				00	49	49																									C.O.			
					59	240	181																									C.O.			
	15				00	86	86																									C.O.			
					86	98				12					7330 II																	Inst. serv. aid 88 + 91.			
					98	240	142																									C.O			
	16				00	240	240																									C.O.			
							53																												

1329 06 02 12

98.5 % avail.

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
4	17				00	240	240																									C.O.			
	18				00	73	73																									C.O.			
					99	101	02																									C.O.			
					120	159	39																									C.O.			
					185	231	46																									C.O.			
	20				67	71	04																									C.O.			
					80	84		04																								P.M. - Ran diagnostics			
					84	240	156																									C.O.			
	21				00	240	240																									C.O.			
	22				00	240	240																									C.O.			
	23				00	83	83																									C.O.			
					83	87				04					1330	B+C																Inst Serv. aid 41			
					87	240	153 43																									C.O.			

1276 04 04

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	COD	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	PART E ELECTR CA. M MECHAN CA.	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
4	24				00	83	83																									C.O.			
					83	93			10						1411									1	370201	X	11C3G11	x			E	Edit problem - Invalid $ on assembly chain			
					93	240	147																									C.O.			
	25				00	149	149																									C.O.			
					200	232	32																									C.O.			
	27				61	240	179																									C.O.			
	28				00	54	54																									C.O.			
					60	240	180																									C.O.			
	29				00	50	50																									C.O			
					62	233	171																									C.O			
					233	238			05						7330 'D'																	FAILS TO REWIND - R1 POINTS DIRTY			
					238	240	02																									C.O.			
	30				00	33	33																									C.O.			
					62	83	21																									C.O			
					83	89				06					1414 II																	EC - 253452 installed - tested			
					89	240	151 64																									C.O.			

1252   15 06

98.4 % avail.

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME CLOCK START	TIME CLOCK STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	MACHINE OFF LINE	SERVICE AIDS TEST PANEL	SERVICE AIDS DIAGNOSTIC PROGRAM	SERVICE AIDS MARGINAL CHECK	SERVICE AIDS SCOPE	SERVICE AIDS ERROR DETECTION	SERVICE AIDS OTHER INDICATE IN COMMENTS	PARTS QUANTITY	PARTS REPLACEMENT PART NUMBER	PARTS RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE SOLID	TROUBLE INTERMITTENT	TROUBLE NO TROUBLE FOUND	TROUBLE E ELECTRICAL PART	TROUBLE M MECHANICAL PART	COMMENTS SYMPTOM, CAUSE AND CORRECTION	EDIT UNIT	EDIT PART	EDIT TROUBLE
5	1				00	54	54																										C.O.			
					82	240	158																										C.O.			
	2				00	20	20																										C.O.			
	3				196	227	31																										C.O.			
	4				77	239	166																										C.O.			
	5				71	81	10																										C.O.			
					81	87		06							1403																		P.M. - Clean [illegible] base			
					87	240	153																										C.O.			
	6				00	40	40																										C.O.			
					77	240	163																										C.O.			
	7				00	240	240																										C.O.			
							42																													

1035 06

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detection	Service Aids Other "Indicate in Comments"	Parts Quantity	Parts Replacement Part Number	Parts Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	E Electr. CA. M Mechan. CA. Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
5	8				00	07	07																									C.O.			
					77	110	33																									C.O.			
					110	112			02						1411	B																Picked up bits during night - SMS doors open			
					112	240	128																									C.O.			
	9				00	29	29																									C.O.			
					136	138	02																									C.O.			
	10				165	204	39																									C.O.			
	11				44	240	196																									C.O.			
	12				00	64	64																									C.O.			
					76	240	164																									C.O.			
	13				00	37	37																									C.O.			
					78	24	162																									C.O.			
	14				00	54	54																									C.O.			
					81	180	99																									C.O.			
					180	187			07						1330	J																Tape drives - cleaned R1-2-5			
					187	199	12																									C.O.			
					199	203			04						1403																	Ribbon does not move - repl. motor			
					203	240	37																									C.O.			
							68																												

*1063 13

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF-LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER-INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E-ELECTRICAL PART M-MECHANICAL PART		UNIT	PART	TROUBLE
5	15				00	33	33																									C.O.			
					67	240	173																									C.O.			
	16				00	15	15																									C.O.			
					101	127	26																									C.O.			
					130	179	49																									C.O.			
	18				49	73	24																									C.O.			
					80	84		04																								P.M. - Ran Mainframe diagn.			
					84	240	156																									C.O.			
					00	80	80																									C.O.			
					80	88		08																								PM - Ran Tape diagnostics - all ok			
					88	240	152																									C.O.			
	20				77	240	163																									C.O.			
	21				00	08	08																									C.O.			
					79	154	75																									C.O.			
					154	164			10						7330 "C"																	Tape drives in left col. - trouble disappeared			
					164	240	76																									C.O.			
							66																												

1030 12 10

IBM Data Processing Division

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

MONTH	DAY	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	COMMENTS
5	22	75	80	05		C.O.
		80	83		03	Tested T.D. "C"– ok.
		83	238	155		C.O.
	25	63	240	177		C.O
	26	00	41	41		C.O.
		82	240	158		C.O.
	27	00	03	03		C.O
		61	240	179		C.O.
	28	00	05	05		C.O.
		54	240	186		C.O.
				44		

90903

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE		SERVICE AIDS							PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOL'D	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL PART		UNIT	PART	TROUBLE
5	29				00	06	06																									C.O.			
					91	141	50				15				7330	B																C.O. - (off line - repl. vac. motor)			
	30				149	191	42																									C.O.			
	31				124	142	18																									C.O.			
					202	227	25																									C.O.			
6	1				46	69	23																									C.O.			
					76	238	162																									C.O.			
	2				77	240	163																									C.O.			
	3				00	65	65																									C.O.			
					73	80	07																									C.O.			
					80	85		05							7330 all																	P.M. - Repl. all vac. motor brushes			
					85	240	155																									C.O.			
	4				00	01	01																									C.O.			
					80	87		07																								PM - 1403, 1402, lube [illegible] clutch, ran diag.			
					87	240	153																									C.O.			
							45																												

870 12 15

929

IBM Data Processing Division

EDIT

INCIDENT CODES

NO — ACTIVITY
00 — CUSTOMER AVAILABLE
01 — UNSCHEDULED MAINTENANCE
02 — SCHEDULED MAINT. REPAIR
03 — POWER ON
04 — POWER OFF
06 — RETURN TO STOCK

NO — ACTIVITY
08 — SCHEDULED MAINT. INSPECT
19 — REPAIR-SPARE SUB-ASSEMBLIES
20 — INSTALLATION
22 — DISCONTINUE
31 — SALES CHANGE
32 — ENGINEERING CHANGE
57 — CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTR CA. M MECHAN CA. PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
6	5				00	03	03																									C.O.			
					56	238	182																									C.O.			
	6				200	240	40																									C.O.			
	7				00	01	01																									C.O.			
					196	239	43																									C.O.			
	8				63	91	28																									C.O.			
					91	101		10																								P.M. - Scoping WM-pickups - swapped cards			
					101	240	139																									C.O.			
	9				47	57	10																									C.O.			
					64	73	09																									C.O.			
					76	83	07																									C.O.			
					83	86				03					1403	III																EC - 253143, installed & tested			
					86	240	154																									C.O.			
	10				00	09	09																									C.O.			
					66	240	174																									C.O.			
	11				67	240	173																									C.O.			
							46																												

972 10 03

IBM Data Processing Division

EDIT

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL PART		UNIT	PART	TROUBLE
6	12				00	05	05																									C.O.			
					19	80	61																									C.O.			
					80	88		08																								PM-Updating Master			
					88	237	149																									C.O.			
	14				122	160	38																									C.O.			
					204	238	34																									C.O.			
	15				71	240	169																									C.O.			
	16				00	10	10																									C.O.			
					78	80	02																									C.O.			
					80	85		05																								Created 2 edited diagnostic tapes.			
					85	240	155																									C.O.			
	17				22	73	51																									C.O.			
					79	202	123																									C.O.			
					207	237	30																									C.O.			
	18				76	236	160																									C.O.			
							44																												

987 13

IBM Data Processing Division

EDIT

* INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AID						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER - INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E-ELECTRICAL M-MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
6	19				78	81	03																									C.O.			
					81	85		04																								PM - Inst spare fil motor; Ran T022			
					85	240	155																									C.O.			
	22				81	240	159																									C.O.			
	23				00	05	05																									C.O.			
					80	87	07																									C.O.			
					87	89		02																								PM - Repl. Hydr. oil in 1403			
					89	235	146																									C.O.			
	24				81	88		07																								PM - Ran W002			
					88	239	151																									C.O.			
	25				69	234	165 4																									C.O.			

79113

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
6	26				47	235	188																									C.O.			
	28				225	240	15																									C.O.			
	29				00	14	14																									C.O.			
					79	83		04																								PM - Ran diagnostics			
					83	231	148																									C.O.			
	30				57	74	17																									C.O.			
					76	80	04																									C.O.			
					80	84		04																								PM - Tested spare I/O writer			
					84	235	151																									C.O.			
7	1				78	237	159																									C.O.			
	2				72	235	163																									C.O.			
							34																												

859 08

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS							PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
7	6				81	238	157																									C.O.			
	7				75	239	164																									C.O.			
	8				83	105	22																									C.O.			
					105	110		05							7330	A11																Cleaned points R-2 and R-5 and R-1			
					110	238	128																									C.O.			
	9				61	82	21																									C.O.			
					82	91		09							1402																	PM - lubr. rdr-pch			
					91	240	149																									C.O.			
							23																												

641 14

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
7	10				00	05	05																									C.O.			
					75	240	165																									C.O.			
	11				00	10	10																									C.O.			
	13				80	235	155																									C.O.			
	14				69	80	11																									C.O.			
					80	85		05							7330 "II"																	Checked left reel brake – needs wear washer			
					85	235	150																									C.O.			
	15				79	232	153																									C.O.			
	16				63	84	21																									C.O.			
					84	88		04							1403																	PM – Clean chain + base			
					88	233	145																									C.O. (Rebuilt brake asm on drive II)			
							32																												

815 09

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Machine Type	Comments (Symptom, Cause and Correction)
7	17				43	235	192							C.O.
	20				76	83	07							C.O.
					83	86		03					7330 "C"	PM- Removed Relay network for clutches
					86	175	89							C.O.
					175	185			10				7330 "C"	Cust. complained tape by-passing left col VAC. SW. CONTROL & TIGHTENED UP OUT of COLUMN CHECKED SWITCHES NO FAILURES AT ALL - RT COL ALSO "TIGHTENED UP" ONCE by tape LEAVING RT. COL - DID NOT FAIL AGAIN POSSIBLE CLUTCH RELAY NETWORK REMOVAL AFFECTING THIS?— Pauly?
					185	236	51							C.O.
	21				76	200	124							C.O.
					200	215			15				7330C	TAPE DIVES RT COL - CONSTANT FAILURE DEFINITELY RT. VAC. SWITCH (SCOPED DOWN) OXIDIZED POINTS Pauly
					215	240	25							C.O.
	22				00	10	10							C.O.
					75	80	05							C.O.
					80	82					02	15	7330 C	Took drive C off line - inst. R-5 res. network
					82	240	158							C.O.
	23				00	03	03							C.O.
					67	240	173 44							C.O.

837 03 25 02 15

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Month	Day	Year	Incident Number	Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Primary C.E. Hours Actual	Diagnostic	Assist C.E. Hours Actual	Diagnostic	Machine Type	Serial Number	Off Line	Service Aids	Quantity	Replacement Part Number	Return to Plant	Component Address	Trouble	Comments (Symptom, Cause and Correction)	Edit Unit	Part	Trouble
7	24				66	81	15																	C.O.			
					81	85		04																P.M.-Changed SMS cards to trace WM problem, adj. R-5 on [illegible]			
					85	237	152				25				7330	D	X							C.O.(Inst. R-5 res. change off line)			
	27				78	136	58				40				7330	A+B	X							C.O.(Inst. R5 res. change off line)			
					36	143			07		10				7330	A								Will not rel. tape from left reel - R-5 AL op shorted to R-5 AL n/o.			
					143	239	106																	C.O.			
	[illegible]				78	232	154																	C.O.			
	29				74	225	151																	C.O.			
	30				73	91	18																	C.O.			
					91	117		26			40				1411	B		X	1	370234 x		11B3E03 x	E	EPM.-Based B frame - vibrated - WM problem didn't show up - repl. 1 Y gate [illegible]			
					117	238	121 23																	C.O.			

115 3[illegible] 97   115

IBM Data Processing Division

INCIDENT CODES

NO.	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK	SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOUR		MACHINE		SERVICE AID							PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL	PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
7	31				72128	56																										C.O.			
					128144			16		20				1403																		Chain binds - Replaced			
					14240	96																										C.O.			
8	1				00015			15						1403																		PAPER FORM TRACTOR RIPPED out PIN FEED (8 of them) Replaced — Readjusted fish tail tension on left side as paper form definitely tearing & buckling up peculiarly to wedge around pinfeed			
	1				01530	15																										C.O.			
8	3				68240	172				10				7330 "C"		X																C.O. (T.I. "C" snaps tape on H.S. rewind - adj. R14)			
										15				1403		X																(Sync checks - adj. chain tension - lubr)			
	4				00 46	46																										C.O.			
					60240	180				35				7330 C		X																C.O. (Cleaned motor armature, adj. belt tension)			
	5				00 05	05																										C.O.			
					80 [illegible]		01			20				1403																		PM - Cleaned, lubr., repl. residuals			
					87240	153				20				7330 C																		C.O. (~~Adj~~ adj. rt. reel brake)			
	6				00 01	01																										C.O.			
					72240	168																										C.O.			

892 07 31 120

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aid Test Panel	Service Aid Diagnostic Program	Service Aid Marginal Check	Service Aid Scope	Service Aid Error Detection	Service Aid Other Indicate in Comments	Parts Quantity	Parts Replacement Part Number	Parts Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble Electrical Part	Trouble Mechanical Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
8	7				00	24	24																										C.O.			
					47	240	193																										C.O.			
	8				00	18	18																										C.O.			
					105	133	28																										C.O.			
	10				78	233	155																										C.O.			
	11				78	238	160																										C.O.			
	12				78	81	03																										C.O.			
					81	90		09																									PM – ran mainframe & tape diagn. – drive "7" off line			
					90	239	149				20				1330 D		X																C.O. – (adj. rt. brake, adj. start-stop)			
	13				65	238	173 44																										C.O.			

903 09 20

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Machine Off-Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detection	Service Aids Other Indicate in Comments	Quantity	Part Replacement Part Number	Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble E Electrical M Mechanical Part	Comments Symptom, Cause and Correction	Edit Unit	Edit Part	Edit Trouble
8	14				73	236	163																									C.O.			
	17				81	240	159																									C.O.			
	18				00	01	01																									C.O.			
					78	83		05																								PM- ran mainframe diagn. -T022 on A+D			
					83	239	156				15				7330 "A"		X															C.O. (Adj. st-stp, reel brakes)			
	19				83	87		04																								PM- Ran T022 on "A" ck, clean 1402-1403			
					87	235	148																									C.O.			
	20				69	82	13																									C.O.			
					82	89		07							1403																	PM- Cleaned chain, adj. ribbon reversing mech.			
					89	237	148 23																									C.O.			

788 16 15

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOL'D	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL PART	M MECHANICAL PART		UNIT	PART	TROUBLE
8	21				71	208	137																										C.O.			
	22				138	165	27																										C.O.			
	24				10	239	169																										C.O.			
	25				61	101	40																										C.O.			
					101	110		09							1403																		Cleaned ribbon drive mech. - repl. clutch rings			
					110	233	123																										C.O.			
	26				78	237	159				15				7330	77	x																C.O. (Adj. st+stp time fwd. re)			
	27				72	221	149 34																										C.O.			

804 09 15

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detect On	Service Aids Other (Indicate in Comments)	Quantity	Parts Replacement Part Number	Return to Plant	Component Address	Trouble Sold	Trouble Intermittent	Trouble No Trouble Found	Trouble E Electrical M Mechanical Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
8	28				79	116	37																									C.O.			
					116	125			09		25	10			1402																	Nicks cards col. 27 - chipped cont. roll			
					125	240	115																									C.O.			
	29				00	20	20																									C.O.			
	31				80	96		16			20				1415																	PM on I/O writer			
					96	240	144				40				1403		X															C.O. (Inst Coverchange)			
9	1				00	07	07																									C.O.			
					81	240	159																									C.O.			
	2				00	01	01																									C.O.			
					74	239	165																									C.O.			
	3				80	87	07																									C.O.			
					87	91			04		05				7330	B																"H" reg checks - prong dirty on cable conn.			
					91	190	99																									C.O.			
					190	200			10		10				1402																	CARD JAMS - READ FEED. - GEAR FOR			
																																2ND READ CONTACT Roll loose. TIGHTENED			
																																SET SCREWS R M.			
					200	24	40 35																									CO			

794 16 23 100

IBM Data Processing Division

EDIT

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date			Incident		Time Clock		System Hours				Primary C.E. Hours		Assist C.E. Hours		Machine			Service Aids						Parts			Component Address	Trouble				Comments	Edit		
Month	Day	Year	Number	Code	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Actual	Diagnostic	Actual	Diagnostic	Type	Serial Number	Off Line	Test Panel	Diagnostic Program	Marginal Check	Scope	Error Detection	Other Indicate in Comments	Quantity	Replacement Part Number	Return to Plant		Solid	Intermittent	No Trouble Found	E Electrical M Mechanical Part	Symptom, Cause and Correction	Unit	Part	Trouble
9	4				00	03	03																									C.O			
					73	240	167																									C.O. (Inst. spare 1/0 writer)			
	5				00	55	55																									C.O.			
	8				71	238	167				50				1415		x															C.O. (PM on 1/0 writer)			
	9				16	240	164				40				1415		x															C.O. (PM on 1/0 writer)			
	10				00	04	04																									C.O.			
					80	88		08			10				1415																	PM - cleaned paddle cards inst + tested ok			
					88	91	03																									C.O.			
					91	92		01			05				1415																	Tested spare - ok.			
					92	--	147 34																									C.O.			

71009 105

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time Clock Start	Time Clock Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Machine Type	Machine Serial Number	Comments (Symptom, Cause and Correction)
7	11				69	163	94						C.O.
					163	164			01		7330	"C"	Drives in rt. col. onforward — dirty vac. sw.
					164	240	76						C.O.
	12				00	13	13						C.O.
	14				76	80	04						C.O.
					80	85		05					PM- cleaned 1402-1403
					85	138	53						C.O.
					138	155			17		7330	A	Read problems - adj. H shield (Loose)
					155	240	85						C.O.
	15				00	09	09						C.O.
					80	240	160						C.O.
	16				00	13	13						C.O.
					68	82	14						C.O.
					82	87		05			1402		PM- Adj. register on punch
					87	238	151						C.O
	17				70	80	10						C.O.
					80	91		11			1415		Underscore H pos. of reg. print out - no tr. found
					91	136	45						C.O.
					136	148			12		7330	A	Read errors - Repl. drive caps, adj. screw
					148	240	92						C.O.
							64						

819 2/30

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

* INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS SYMPTOM, CAUSE AND CORRECTION	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL PART		UNIT	PART	TROUBLE
9	18				00	08	08																									C.O.			
					81	240	159																									C.O.			
	19				00	04	04																									C.O.			
					84	157	63																									C.O.			
	20				145	182	37																									C.O.			
	21				46	240	194																									C.O.			
	22				00	08	08																									C.O.			
					60	240	180																									C.O.			
	23				00	13	13																									C.O.			
					76	240	164																									C.O.			
	24				00	14	14																									C.O.			
					77	102	25																									C.O.			
					102	104			02						7330 C																	Repl. rt. col. vac. switch (Tape drives)			
					104	149	45																									C.O.			
					149	158		09							1403																	Misprints on first line – cleaned chain, lubr.			
					158	240	82																									C.O.			
							56																												

996 09 02

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE Month	DATE Day	DATE Year	INCIDENT Number	INCIDENT Code *	TIME (CLOCK) Start	TIME (CLOCK) Stop	SYSTEM HOURS Customer Available	SYSTEM HOURS Scheduled Maintenance	SYSTEM HOURS Unscheduled Maintenance	SYSTEM HOURS Other	PRIMARY C.E. HOURS Actual	PRIMARY C.E. HOURS Diagnostic	ASSIST C.E. HOURS Actual	ASSIST C.E. HOURS Diagnostic	MACHINE Type	MACHINE Serial Number	SERVICE AIDS Off Line	SERVICE AIDS Test Panel	SERVICE AIDS Diagnostic Program	SERVICE AIDS Marginal Check	SERVICE AIDS Scope	SERVICE AIDS Error Detection	SERVICE AIDS Other (Indicate in Comments)	PARTS Quantity	PARTS Replacement Part Number	PARTS Return to Plant	COMPONENT ADDRESS	TROUBLE Solid	TROUBLE Intermittent	TROUBLE No Trouble Found	TROUBLE E Electrical M Mechanical Part	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT Unit	EDIT Part	EDIT Trouble
9	25				00	66	66																									C.O.			
					74	240	166																									C.O.			
	26				00	03	03																									C.O.			
	27				116	168	52																									C.O.			
	28				61	164	103																									C.O.			
					164	167			03						1411																	E chan busy comes up - disappeared			
					167	240	73																									C.O.			
	29				00	14	14																									C.O.			
					77	216	139																									C.O.			
					216	221			5						1402																	Taking EXTRA Cycles ADj. ARM Clearance			
					221	238	17																									C.O.			
	30				79	240	161																									C.O.			
10	1				00	37	37																									C.O.			
					70	240	170 55																									C.O.			
10	5								6						1402																	Read checks Lub clutch pivots			
10	5								12						1403																	skips wrong brush block stop hitting Brush			
					TOTALS →		1001 207		08																										

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE		SERVICE AIDS							PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOL'D	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL PART / M MECHANICAL PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
10	2				00	29	29																									C.O.			
					70	240	170																									C.O.			
10	3			c,	00	03	03																									C.O. ~~[illegible]~~ c. adj			
					137	142	05																									C.O.			
	5				71	240	169																									C.O.			
	6				00	34	34																									C.O.			
					71	154	83																									C.O.			
					154	156			02						7330	A																Adj.			
					156	240	84																									C.O.			
	7				00	27	27																									C.O.			
					78	240	162																									C.O.			
	8				00	24	24																									C.O.			
					75	240	165																									C.O.			
							55																												

955 02

IBM Data Processing Division

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
10	9				00	07	07																									C.O.			
					75	240	165																									C.O.			
	10				00	69	69																									C.O.			
	12				108	171		63																								PM- Adj. "Card I" [illegible] on III "A", lubr. punch, repl. 3A cb 11-12, timed, tested.			
	13				86	240	154																									C.O.			
	14				00	06	06																									C.O.			
					76	239	163																									C.O.			
	15				77	161	84																									C.O.			
					161	165			04						1402																	Rdr. checks – adj. 1st. cd. lvr. tension			
					165	240	75 04																									C.O.			

723 6304

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL FAR		UNIT	PART	TROUBLE
10	16				00	19	19																									C.O.			
					80	237	157																									C.O. (TII "I" [illegible] - cleaned vac. sw)			
	19				80	240	160																									C.O.			
	20				81	238	157																									C.O.			
	21				79	93	14																									C.O.			
					93	98		05							1411								X	1	372371X		11B2715X					PM - dropping 4 bit on stop pr. out. - def. SMS			
					98	238	140																									C.O.			
	22				80	89		09							1403																	Adj. space stop armature.			
					89	240	131 22				1.0																					C.O. (TII "E" dives lft. col - cleaned vac. sw)			

778 14

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL PART	M MECHANICAL		UNIT	PART	TROUBLE
10	23				00	14	14																										C.O.			
					77	230	153																										C.O.			
	25				90	121	31																										C.O.			
	26				80	238	158																										C.O.			
	27				76	240	164																										C.O.			
	28				80	240	160				10	04																					C.O. ([illegible] replaced [illegible] sw)			
	29				00	05	05																										C.O.			
					69	240	161 32																										C.O.			

846

10

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF-LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
10	30				00	02	02																									C.O			
					80	240	160																									C.O			
	31				00	01	01																									C.O			
11	1				98	111	13																									C.O			
11	2				79	94		15							1403-1402																	PM- Adj. BP valve for 3 space operation, repl. throat roller on 1402 punch			
					94	240	146																									C.O.			
11	3				95	174				79																						Inst. pos. head dwn change on all T.D.'s, repl. diode 5+6 in frame A (power dropped), adj. 1403 carriage			
	4				79	240	161																									C.O.			
	5				00	06	06																									C.O.			
					75	240	165																									C.O.			
							22																												

654 15 79

40.1

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	ELECTRICAL PART	MECHANICAL PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
11	6				00	32	32																										C.O.			
					76	240	164																										C.O.			
	7				00	04	04																										C.O.			
					100	126	26																										C.O.			
	9				68	116	48																										C.O.			
					116	124			08						1403																		Forms door pivot broken, repl. plate			
					124	240	116																										C.O.			
	10				00	19	19																										C.O.			
					80	99		19							7330	A																	PM- Picks up bits on read-needs offline work			
					99	240	141																										C.O.			
	11				00	11	11																										C.O.			
					86	100			14																								Took "A" drive off line, developed open in cable. Eliminated			
																																	cable.			
					100	107	07																										C.O.			
					107	111			04																								Testing faulty cable "on line" - could not find Ω open.			
					111	155	44				50				7330	A	X																C.O. (Adj. screw, repl. rocker arm, adj. motion)			
					155	157		08							7330	A																	Put "A" on line, ran T020 o.k.			
					157	240	83																										C.O.			
	12				00	08	08																										C.O.			
					77	240	163																										C.O.			
							46																													

- 866 21 26 50

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL PART		UNIT	PART	TROUBLE
11	13				00	03	03																									C.O.			
					80	175	95																									C.O.			
					175	186			11						7330	C																Data checks —			
					186	240	54																									C.O.			
	14				00	09	09																									C.O			
	16				72	174	102																									C.O.			
					174	184			10						7330	C																[illegible] feeding - repl. Go idler			
					184	239	55																									C.O.			
	17				77	81	04																									C.O.			
					81	83			02						7330	C																No high speed rewind - w.n.f.			
					83	240	157				15				1403		X															C.O. (Inst. new cover arm + [illegible])			
	18				00	05	05																									C.O.			
					70	239	169				30				7330	C	X															C.O. (Repl. Rocker arm, go capstan)			
	19				72	240	168 46																									C.O.			
							821		23		45																								

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO.	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
11	20				00	02	02																									C.O.			
					80	82		02							1403																	PM-Cleaned printer			
					82	239	157																									C.O.			
	23				80	239	159																									C.O.			
	24				76	85	09																									C.O.			
					85	89				04					1414	III																Inst. EC 253321			
					89	240	151																									C.O.			
	25				00	06	06																									C.O.			
					73	81	08																									C.O.			
					81	84				03					1411	C																Inst. EC-253469			
					84	238	154																									C.O.			
							24																												

646 02 07

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSE	ACTUAL	DIAGNOSE	TYPE	SER. NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL PART	M MECHANICAL PART		UNIT	PART	TROUBLE
11	27				80	237	157																										C.O.			
	30				77	238	161																										C.O.			
12	1				80	340	160																										C.O.			
	2				00	08	08																										C.O.			
					80	92		12							7330 A																		Picked up All bit char. on read - looks like noise - replaced vacuum motor brushes			
					92	240	148																										C.O.			
	3				00	01	01																										C.O.			
					80	236	156 23				05				7330 B		X																c.O. (Repl. vac. Mtr. brushes-off line)			

791 12 05

47

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time (Clock) Start	Time (Clock) Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aids Test Panel	Service Aids Diagnostic Program	Service Aids Marginal Check	Service Aids Scope	Service Aids Error Detect On	Service Aids Other Indicate In Comments	Quantity	Parts Replacement Part Number	Return to Plant	Component Address	Trouble Solid	Trouble Intermittent	Trouble No Trouble Found	Trouble E Electrical / M Mechanical Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
12	4				76	155	79																									C.O.			
					155	158		03																								Tested punching of new style bills			
					158	240	82																									C.O.			
	5				00	02	02																									C.O.			
					169	179	10																									C.O.			
	7				03	08	05																									C.O.			
					80	88		08																								P.M. - Ran tape diagnostics			
					88	238	150								7330 C+II		X															C.O. (Repl. vac. mtr. brushes)			
	8				76	240	164				65	50			1330 II		X															C.O. (Bit pickup - checked scew, noise, st-stp)			
	9				00	10	10																									C.O.			
					52	80	28																									C.O.			
					80	85		05																								PM- ran Mainframe + tape diagn.			
					85	240	155																									C.O.			
	10				00	09	09																									C.O.			
					76	187	111																									C.O.			
					187	191			04						7330 II																	Tape dives lft. col. - cleaned relay points	W.T.M.		
					191	224	33																									C.O.			
							44																												

838 16 04 65

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOST	ACTUAL	DIAGNOST	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOST PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
12	11				59	236	185																									C.O.			
	14				78	240	162																									C.O.			
	15				00	240	240																									C.O.			
12	15	4									10				1402		X															DATACKS - BRUSH 18 ALIGNMENT KEN DAVID			
	16				00	02	02																									C.O.			
					58	240	182																									C.O.			
	17				00	30	30																									C.O.			
					70	235	165																									C.O.			

966   10

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO. ACTIVITY
00 — CUSTOMER AVAILABLE
01 — UNSCHEDULED MAINTENANCE
02 — SCHEDULED MAINT. REPAIR
03 — POWER ON
04 — POWER OFF
06 — RETURN TO STOCK

NO. ACTIVITY
08 — SCHEDULED MAINT. INSPECT
19 — REPAIR-SPARE SUB ASSEMBLIES
20 — INSTALLATION
22 — DISCONTINUE
31 — SALES CHANGE
32 — ENGINEERING CHANGE
57 — CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
12	18				67	161	94																									C.O.			
					161	170		09							1402																	PM- Repl. Readfeed brushes			
					170	240	70																									C.O.			
	19				00	11	11																									C.O.			
					68	168	100																									C.O.			
	21				70	236	166																									C.O.			
	22				75	239	164																									C.O.			
	23				70	237	167																									C.O.			
	24				75	160	85																									C.O.			
							42																												

- 857 09

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE		SERVICE AIDS							PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOST	ACTUAL	DIAGNOST	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOST PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTR CA M MECHAN CA PART	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
12	28				78	80	02																									C.O.			
					80	85		05																								PM-Cleaned + lubr. 1402-1403			
					85	144	59																									C.O.			
					144	152				08					1403																	Inst. new Forms guide 1314			
					152	240	88																									C.O.			
	29				00	40	40																									C.O.			
					75	240	165																									C.O.			
	30				00	14	14																									C.O.			
					69	220	151																									C.O.			
	31				04	14	10																									C.O.			
					30	235	205																									C.O.			
							03																												

734 05 08

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE Month	DATE Day	DATE Year	INCIDENT Number	INCIDENT Code	TIME CLOCK Start	TIME CLOCK Stop	SYSTEM HOURS Customer Available	SYSTEM HOURS Scheduled Maintenance	SYSTEM HOURS Unscheduled Maintenance	SYSTEM HOURS Other	PRIMARY C.E. HOURS Actual	PRIMARY C.E. HOURS Diagnosis	ASSIST C.E. HOURS Actual	ASSIST C.E. HOURS Diagnosis	MACHINE Type	MACHINE Serial Number	MACHINE Off Line	SERVICE AIDS Test Panel	SERVICE AIDS Diagnostic Program	SERVICE AIDS Marginal Check	SERVICE AIDS Scope	SERVICE AIDS Error Detection	SERVICE AIDS Other (Indicate in Comments)	PARTS Quantity	PARTS Replacement Part Number	PARTS Return to Plant	COMPONENT ADDRESS	TROUBLE Solid / Intermittent / No Trouble Found / E Electrical / M Mechanical / Part	COMMENTS (Symptom, Cause and Correction)	EDIT Unit	EDIT Part	EDIT Trouble
1	2	5			104	164	64																						C.O.			
	3				158	169	11																						C.O.			
					199	240	41																						C.O.			
	4				00	09	09																						C.O.			
					51	240	189																						C.O.			
	5				00	09	09																						C.O.			
					65	240	175																						C.O.			
	6				00	03	03																						C.O.			
					60	240	180																						C.O.			
	7				00	02	02																						C.O.			
					79	240	161				20				7330	C	X												C.O. Cau H.S. rew. snaps tape - shimmed left brake, inst. EC-253663 - "aid slack take up")			
							44																									

844 20

IBM Data Processing Division

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME (CLOCK) START	TIME (CLOCK) STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	OFF-LINE	SERVICE AID: TEST PANEL	DIAGNOST. PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	PARTS QUANTITY	PARTS REPLACEMENT PART NUMBER	RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE SOLID	INTERMITTENT	NO TROUBLE FOUND	PART E ELECTRICAL / M MECHANICAL	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT UNIT	EDIT PART	EDIT TROUBLE
1	8	5			00	05	05																									C.O.			
					80	239	159																									C.O.			
	11				71	240	169																									C.O.			
	12				00	09	09																									C.O.			
					81	240	159																									C.O.			
	13				00	16	16																									C.O.			
					76	240	166																									C.O.			
					[illegible]	[illegible]									7330 C																	Broken tape guide - broken 'C' clip in left			
	14				00	194	194																		C.O.							reel hub.			
					194	219			25																										
					219	240	21																									C.O.			
							35																												

898 25

IBM Data Processing Division

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date Month	Date Day	Date Year	Incident Number	Incident Code	Time (Clock) Start	Time (Clock) Stop	System Hours Customer Available	System Hours Scheduled Maintenance	System Hours Unscheduled Maintenance	System Hours Other	Primary C.E. Hours Actual	Primary C.E. Hours Diagnostic	Assist C.E. Hours Actual	Assist C.E. Hours Diagnostic	Machine Type	Machine Serial Number	Off Line	Service Aids Test Panel	Diagnost. Program	Marginal Check	Scope	Error Detection	Other Indicate in Comments	Parts Quantity	Replacement Part Number	Return to Plant	Component Address	Trouble Solid	Intermittent	No Trouble Found	E Electrical M Mechanical Part	Comments (Symptom, Cause and Correction)	Edit Unit	Edit Part	Edit Trouble
1	15				00	50	50																									C.O.			
					77	240	163								7330	II	✓															C.O. (Smgps tape - broken "C" clip)			
	16				00	30	30																									C.O.			
	18				80	89		09																								Cust. had Indexing failures - biased - n.t.f.			
					89	240	151																									C.O.			
	19				00	26	26																												
					61	240	179																												
	19				130	140			—								X															machine not touched - Index failures - machine running & OK on arrival - cust cleared trouble by "powering down" after several tries - "any" indexing fails - locks up in 1000's position of addr. modify indexing required! ~~with~~ console Instructio check on I Pauly			
	20				00	04	04																												
					60	240	180																												
	21				00	21	21																												
					73	240	177																												
							43																												

980 09

981

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering Syste

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE MONTH	DATE DAY	DATE YEAR	INCIDENT NUMBER	INCIDENT CODE	TIME CLOCK START	TIME CLOCK STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	OFF LINE	SERVICE AIDS	QUANTITY	PARTS REPLACEMENT PART NUMBER	RETURN TO PLANT	COMPONENT ADDRESS	TROUBLE	COMMENTS SYMPTOM, CAUSE AND CORRECTION	EDIT UNIT	EDIT PART	EDIT TROUBLE
1	22				00	08	08																	C.O.			
					76	240	164																	C.O. (Rdr checks- timed brushes)			
	23				00	04	04																	C.O.			
	25				77	240	163																	C.O.			
	26				00	23	23																	C.O.			
					79	81	02																	C.O.			
					81	90		09							1411									Scoping intermittent problem - repl. 11C1C05 card - vibration sensitive.			
					90	231	149				20				1403		X							C.O. (Cleaned slip rings for ribbon drive)			
1	26				231	233			02															[illegible]			
																								[illegible]			
					233	240	07																C.O.	H[illegible] From Console Error Report,			
																								I Strongly Suggest A [illegible] 4 [illegible]			
	27				00	52	52																C.O.	Card 11C [illegible] The Board A 46 [illegible]			
					78	240	162																C.O.	[illegible] The A R[illegible] A[illegible] A [illegible]			
																								Got [illegible] Of [illegible] Card [illegible] Print			
	28				00	11	11																C.O.	To [illegible] E [illegible] Test			
					75																		C.O.	A [illegible] Control [illegible] H [illegible] 4 [illegible]			
																								[illegible] A [illegible] 1 [illegible]			
																								To The [illegible] Or They [illegible] Out			
																								I'm Going To Change The Card At 11C1			
																								If The [illegible] 11C	A		
																								Then 11C1 [illegible]			
																								[illegible]			

745 0902

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
2	2				82	86		04			05				1402																	Checked feeding in Rdr - scewing cards			
2	2										30		30		7330	B																Inst. EC-704762			
2	2				130	146		16							1402																	Adj. hopper base plate for straight feeding			
2	3										10				7330	D																Swapped tape-removed shims-left brake			
2	8				96	106		10							1402																	No run out- R-21-6 n/c f.t.m- also repl. muffin fan.			
2	11										20				1402		X															No run out- R-29 Armature cracked			
2	12				141	186			45						1415																	Mode sw. broken- Replaced			
2	16								35						7330	C																Inst. EC-704762 (H.S. rew)			
2	19				10	11		01			10		01		7330	C																dropping tape in rt colum - losing Vacum - cleaned relay 2 & 5			
2	22				80	195				110					1411																	Inst. + tested Meter change 1411-1415			
2	23				214 21 6	216			02						7330	"A"																Drops tape right column - losing Vacuum - Cleaned Vacuum Col. Switch & Relay 215 Cust Off	LM.		

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		UNIT	PART	TROUBLE
2	24				96	97			01						7330	A																Tape drives left col - w.n.f. - cleaned left vac. sw.			
3	1				81	87		06							1403																	PM - Cleaned chain			
3	2										25				7330	D	x															Inst. H.S. rew. change			
3	4										20				7380	A																Inst. Meter change - compl.			
3	10				82	92		10																								Update run on diagn. tapes.			
3	10										20				7330	B																Inst. Meter change - compl.			
3	11										40				7330	C+D																Inst. Meter change - compl.			
3	15				84	90				06					1411	C																Inst. tamper proofing			
3	16				83	86				03					1414	I																Inst. EC-253463- Ran To-20			
3	17				157	240			83						1411																	Drops 1 bits + WM bits - Repl. muffin fan + upper WM bit core plain			
3	18				00	15			15						1411																				
3	19				89	108			09						1411																	Drops 1 bits in 4 locations-char 0- repl. Memory plane - made schmoo curve			
					113	121			08																										
					125	140			15																										
					146	05			101																										
3	22										25				1403																	Prints light on right - adj. Hammer to chain clearance			

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

Date			Incident		Time Clock		System Hours				Primary C.E. Hours		Assist C.E. Hours		Machine			Service Aids						Parts			Component Address	Trouble				Comments	Edit		
Month	Day	Year	Number	Code	Start	Stop	Customer Available	Scheduled Maintenance	Unscheduled Maintenance	Other	Actual	Diagnostic	Actual	Diagnostic	Type	Serial Number	Off Line	Test Panel	Diagnostic Program	Marginal Check	Scope	Error Detection	Other Indicate in Comments	Quantity	Replacement Part Number	Return to Plant		Solid	Intermittent	No Trouble Found	E Electrical M Mechanical Part	(Symptom, Cause and Correction)	Unit	Part	Trouble
3	25										10	08			1411										370208 370234							Indexing problem - doesnot turn on A5 trigger - Repl. 11C 1A07 and 11C1A05 No's (14.70.05-14.70.14) Also failed on G-----B.			
3	30				78	93		15																								Ran Tape diagnostics - TU "C" needs work. Cleaned 1403 - 1402			
3	31														1415 7330	 "C"																Installed spare I/O writer. Pulled off line - repl. rocker arm, both capstans, adj. motion			
4	1				80	88		08							7330	"C II"																Ran T020-21-22 o.k.			
											60				1415																	PM and adj. I/O writer - test ok on OL S.A			
4	2				83	89		06							1415																	Tested I/O writer WT01 - ok.			
4	14										05				1403																	Broken pivot plate - repl.			
4	15				80	86									1411	A																Inst. shrink tubing on diodes			
4	16				80	165				80					1414	III																Inst. Meter in 1414 III, 1402, 1403.			
4	20				60	85				25					1414	III																Finished Meter			
4	21				111	205			94						1403																	Wavy print - adj. Emitter, valves, SS			
4	22				141	152			11						1403																	Adj. sprocket to E1			

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE MONTH DAY YEAR	INCIDENT NUMBER CODE	TIME CLOCK START	TIME CLOCK STOP	SYSTEM HOURS CUSTOMER AVAILABLE	SYSTEM HOURS SCHEDULED MAINTENANCE	SYSTEM HOURS UNSCHEDULED MAINTENANCE	SYSTEM HOURS OTHER	PRIMARY C.E. HOURS ACTUAL	PRIMARY C.E. HOURS DIAGNOSTIC	ASSIST C.E. HOURS ACTUAL	ASSIST C.E. HOURS DIAGNOSTIC	MACHINE TYPE	MACHINE SERIAL NUMBER	SERVICE AIDS	PART	COMPONENT ADDRESS	TROUBLE	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT
4 27		81	91			10						1402						Rdr checks - adj. hopper + fd knifes	
4 30		60	115				55					1414 II						Inst. + tested Meter BM, adj. "D" drive	
5 3		83	95		12							1408						Rdr. checks - cleaned + lubr. Cb's, repl. feed knifes, removed shims from hopper posts.	
5 5		128	140		12							1402						Adj. feedroll tension, lubr. hangers, gears, belts.	
5 12												[illegible]	11959					Reel [illegible] dragging [illegible] [illegible] shims [illegible] [illegible] [illegible]	
5 17 5		105	120																
												7330 C						TAPE WONT COME OUT OF COLUMN ON HS. REW. ADJ POT	
												1402						PUNCH CKS. WIRE BROKEN ON THOSE EXTRA SWITCHES	
												1403						RIBBON WONT REVERSE OIL ON MAG CLUTCH + TOP FRICTION RING	
												1402						RDR CKS LOOKS LIKE IT WAS CARDS (CASH PROVING CARDS) [illegible]	
5 19												7330 C						Repl. clip in left reel shaft	
5 19		[illegible]	[illegible]			05						[illegible]						[illegible] dragging [illegible] [illegible] note.	[illegible]
5 24		139	142				03					7330						Inst. Meter changes - tested	
5 25		97	100		03			20				1403						Cleaned chain - cleaned drop rings	
5 25		155	188			33		40				1403					2	Broken wires in cable to T-casting	
[illegible]												7330 A						Tape breaks then drop [illegible]	
6 7												7330 D						Replaced two middle brushes	[illegible]
6 7												7330 B						left reel binding - shimmed	O'Conn
																		head failures - could find no problem	''

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

* INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOL'D	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL PART		UNIT	PART	TROUBLE
6	10				115	130					5	07				7330D																[illegible]			
6	14				80	86		06							7330																	Ran T020 on all drives - ok			
6	18				106	120			14						1402																	Punch Stops - R-37 not picking intermit.			
6	18														7330																	Inst. quick mount reel hubs all drives repl. brushes on vac. motors - all drives			
6	23				120	124									1403	6391																detent shorting wires in hydrl. unit	(1	C	
6	23				91	98			07						1403-1414																	Not spacing - low speed go driver bad			
6	28				109	111			02						1414 III																	Muffin fan dead on P.S. - soldered in resis tors -			
7	12				85	90					05				1402		X															Inst. Joggler spring EC			
7	13				85	110					25				1403- 7330 II		X X															Meter does not run - broken wire in SC-1-102 " " " " - Loose wire on Reed relay card			
7	14				80	85		05							1403																	Cleaned chain - ran W001 - a.ok			
7	16				80	90			10						7330 B																	R/W errors - repl. go capstan - adj. tracking			
7	19				87	93			06						1411																	Reported problem with clear memory - wrong switch settings on console used			
8	2				80	84			04						1415																	Roller dropped on I/O writer - repositioned roller, ran WT01 - ok - no drop			
7	13				120	[illegible]			[illegible]						7330A																	[illegible]			

IBM Data Processing Division

EDIT

INCIDENT CODES

NO.	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE					COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTR CAL	M MECHAN CAL		UNIT	PART	TROUBLE
8	16	5		01	107	115			08		10	03			1411	A																	No power to Chan I I/O - K-5 sticks - on emergency order			OK
8	17			01	85	103			18		25	02			1411	A								2	207344			V					Smoking A frame - Diodes 5+6 shorted - replaced diodes, cable shoes, shrink insul.			
8	18			01	105 120	107 128			02 08						1411 7330	A "C"								1	369222								Inst. new K.5 Blows Fuse 10 - (48V) - put in 4amp.			
8	19			01	140	145			05						7330	B-C																	Ran diagnostics - (reported read fails), lubr. rocker arm idlers.			
9	13				80	100		20																									Shake down - biased - ran Tape diag. cleaned 1403 chain, cleaned 1402-703			
9	15				20	86		06							1415																		Clean + lubr. I/O writer			

Good luck Bill!

Ilse

IBM Data Processing Division

Customer Engineering System Performance Log

*INCIDENT CODES

NO.	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT.
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT.-REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

EDIT

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT
MONTH	DAY	YEAR	NUMBER	CODE *	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART		
10	01	5		01	90	98			08						1403		X															Does not Recognize End of form.	
					102	108			06		18	05																				L.T. End of form sw. Open. Replaced!	
10	07	5		01	142	143			01		01	01			1403		X															False forms Stops RT (lower) sw.	
10	12	5		08	83	98		15																								RAN Diagnostics	
10	18	5		01					12						7330 A		X															Drops VAC., Brushes replaced,	
10	25	5		01	—			—							1411																	Arryed all bits in position [illegible] move up the only failed ONE time [illegible] [illegible] type sheet [illegible]	
10	25	5		01	173	189			16						1411																	Freq Biased - CU06 CS41 & CS42 OK W.N.F.	
10	26	5		01	45	56			1.1						1411																	Run CS01 biased core NTF Run CU06 NTF could not get single failure Customer complained of Invalid characters in core 1 Failure sometimes 3 hours apart.	
11	1	5		01	140	145			5						1403																	Replace Broken T casting latch	
11	9	5		[illegible]	110	114		[illegible]	03						7330 BCD																	Replace burnt out select lites (BJP) Reposition Door interlock. (C)	
								01		[illegible]					1402																	Clean Punch feed [illegible]	
				01	90	91			01						1402																	Data Checks - Read feed Dirty	
11	24	5		01	83	—									1403																	ribbon goes off. Skew roll unloaded Replaced	
11	24	5		01											7330 C																	Dump Tape pin fell out of Left reel Replaced	

TOTALS →

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE	INCIDENT	TIME CLOCK	SYSTEM HOURS: SCHEDULED MAINTENANCE	SYSTEM HOURS: UNSCHEDULED MAINTENANCE	PRIMARY C.E. HOURS	MACHINE: TYPE	MACHINE: SEP. A. NUMBER	TROUBLE	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)
11 30 5	01				0504	7330	A		No Ready R111-1 ETM
[illegible]	[illegible]				[illegible]	[illegible]			[illegible]
12 02 5	01	10 0115		15	3939	7330	ABD		Ran Diagnostics T020, 21 + 22 To check on Left Record MARK problem. Wo N.F.
12 03 5	08	13 8 14 2	04		5018	7330	A		P.M. - Motion-Skew - Replaced Rocker Arm + Go Capstan - Checked with Diagnostics T020, 21, 22 1402 - Unit "4" 1403 Unit "0"
1 06 5	08	11 0 11 3	03		04 —	1402+3			
[illegible]	01	11 9 19 4		05	05 02	1403			Forms Check - Lower left Forms switch
12 07 5	08	8 6 8 7 11 2 11 7	01 07		3511	7330	"B"		P.M. - Motion Skew Replaced Go capstan checked with T020, 21, 22
12 08 5		10 6 10 0 11 3 14 3		.4 30	0501 5050	1403 1402		x x	Replace End of forms sw. L.T. False Punch Checks. Checked + Aligned Brush Tracking. Card feed seems okay. Changed Type of card used + problem cleared up.
12 13 5	08	9 5 10 2	07		1308	7330	All		Check Preamp Gain On-Line
12 13 5	02	14 1 14 5	04		0501	7330	All		Adjust Preamp Gain On Line
12 14 5	01	9 0 9 2		02	0501	1415			Tighten Loose C.E. Meter Sw.
12 15 5	33	8 9 9 5	06		1006	1411			install E/C 253888 - Ran all CPU Diagnostics
12 16 5	01	9 0 9 6			1004	1402			Nicks Cards - Worn throat Roller. Replaced + Adjusted

IBM Data Processing Division

EDIT

Customer Engineering System Performance Log

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT.-INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	PRIMARY CE ACTUAL	PRIMARY CE DIAGNOSTIC	ASSIST CE ACTUAL	ASSIST CE DIAGNOSTIC	MACHINE TYPE	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)
12	17	5		08							04	01			1402	Clean Punch feed of Excessive Chips
12	20	5		01	136	170			34		40	25	40	25	1402	Drops Punches - Removed Punch Unit For Bench Servicing.
12	21	5		02	132	141		04			23	18			1402	Replace worn Punch Brush Block
12	22	5		08	71	101		10			13	04			1403	On cartridge Chain Cleaning. Run Diagnostic WØØ1
12	22	5		01											1411	Does NoT Respond To (?,!,S) of Codes SMS CARD
12	23	5		[illegible]	90	106		16			16	08			1402	Replace & Adj First Read Brush Block
12	23	5		01	144	164			[illegible] 20		20	05			1402	Adj brush Timing, Tracking
12	27	5		01					About 2,5						1402	read VAl checks Replace gears 3rd lower roll & belt adj rear hopper posts so feed knives would go back 15 thou
12	27	5		08											1403	hub 1403
12	[illegible]	5		01											1402	some more val checks lower roll cause slipping cleaned shine off rolls [illegible] on [illegible] both read & check brushes. Ordered new Rolls for 1st 3rd & 4th lower [illegible]
					12	12									1403	

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY CE HOURS		ASSIST CE HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF-LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECTION	OTHER (INDICATE IN COMMENTS)	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL / M MECHANICAL	SYMPTOM, CAUSE AND CORRECTION	UNIT	PART	TROUBLE
1	4	6		01					60		60	20			1402																	Reader + Validity Checks Replaced 1st 3d & 4th Lower Roll - 3d Gear			
				02					10		10	03			1402																	Change + Adj brushes (Trying 2 strand blocks)			
1	5	6		01	152	170			18		18	14			1402																	Reader + Validity Checks - 2nd Read Common brush not making full contact with Roll			
1	11	6			87	120			33		33	21	33	21	1402																	Reader + Validity Checks - Removed & Replaced Reader Clutch			
1	[illegible]	6			80	120			40		40	30	40	30	1402																	Reader + Validity Checks - Replace 6 RLCb's + Retime. CB 7 did not make at all. Checked brush Timing			
1	14	6		01											1402																	Reader + Validity checks. 1414 Buffer is not reset at nine time of next cycle due to bad CB [illegible]. Replaced 7 RCBs and Retimed.			
1	17	6		01	148	155			07		10	03			1403																	End of forms Life - Broken Pivot on Guard Plate Replaced. Installed Paper Guide			
1	18	6		08	81	89		08			10	05			1403																	~~Routine~~ Unit 0 & 2 F.M. Diagnostic W00.E			
1	19	6		01	81	86		01	04		06	03			1403																	Replace broken pivot on RH Guard Plate			
1	19	6		03	86 103 109 114	89 104 112 116		08			17	08			7330 "A"																	Installed & tested CEM 029 B/M5721890			
1	20	6		03	83 92	84 93		02			15	08			7330 "B"																	Installed + Tested CEM 029 B/M5721890			
1	25	6		03	88	92		04			15	08			7330 "C"																	installed & tested CEM 029 B/M5721890			
1	25	6		01							35	30			7330 "B"																	Data Checks on header Label - Ran Diag. Trouble cleared itself			

IBM Data Processing Division

Customer Engineering System Performance Log

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR-SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME (CLOCK)		SYSTEM HOURS				PRIMARY C.E. HOURS		ASSIST C.E. HOURS		MACHINE			SERVICE AIDS						PARTS			COMPONENT ADDRESS	TROUBLE				COMMENTS	EDIT		
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	DIAGNOSTIC	ACTUAL	DIAGNOSTIC	TYPE	SERIAL NUMBER	OFF LINE	TEST PANEL	DIAGNOSTIC PROGRAM	MARGINAL CHECK	SCOPE	ERROR DETECT ON	OTHER INDICATE IN COMMENTS	QUANTITY	REPLACEMENT PART NUMBER	RETURN TO PLANT		SOLID	INTERMITTENT	NO TROUBLE FOUND	E ELECTRICAL M MECHANICAL PART	(SYMPTOM, CAUSE AND CORRECTION)	UNIT	PART	TROUBLE
1	25	6									1-	05			7530	114571																No Vac Brushes			
2	1	6			124	127			03		10	05			7330	A																Reel Release Sw inactive with head Down - Replaced			
2	4	6													7330	D																Install Cem 029 BM572189?			
2	7	6									06	01			1411 1414	[illegible]																Replace all air filters			
2	8	6			80	85		05			08	07			1415																	Run Diagnostic WT01 To check Typewriter			
2	8	6			24	025			28		08	22			7330	1394																Tested spare on-line also ~~TB115-2 sht to -48 volts~~			
2	8	6													7330	C																Dropped Vacuum - Replaced brushes			
2	9	6													7330	B																Will not Low Speed Rewind & Hi Speed Rewind will not stop until power is Dropped. TB 115 D15 Appears To be ~~[illegible]~~ int. short. ??			
2	10	6						0306							7330	B																TB 115 Physical short			
2	11	6			90	110		70			70	35			1402																	install CEM #135 BM 6354?2			
2	16	6									05	03			1402																	[illegible] contact not making			
2	17	6			80	92		12	1		15	10			7330	BCD																Ran T020, 21 & 22 on B, C & D drives			
2	21	6			115	128						11			1414																	Reader checks [illegible]			
2	24	6			85	90		05			08				7330 7330	C A																Repair Loose Reel Quick Change hub Replace burnt-out Lamp (hi Density)			
2	25	6			54	160		06			06				1402																	Punch Checks - 79 & 80 brush alignment			

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB-ASSEMBLIES
02	SCHEDULED MAINT REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM

SERIAL NUMBER:

CUSTOMER NAME:

Month	Day	Year	Incident Code	Time Clock Start	Time Clock Stop	System Hours Scheduled	System Hours Unscheduled	Primary Hours Actual	Primary Hours Charged	Machine Type	Unit	COMMENTS
3	1	6	01	115	125			10	07	1402		L.L.C. - Col 75 Check brush Tracking
3	2	6	01	138	146			20	18	1415		Selectric Prints Garbage - Changed To spare typewriter. Bench checked failing selectric with OLSA - Found Wear Compensator had slipped Down Changing Alignment
3	7	6		88	92		04	10	06	1403		Pos 41 int. fail to Print - Residual had been folded behind the Magnet and was oily. Replaced.
3	8	6		80	86	06		02	04	1402		Run Diagnostic - Punch unit out of Adjustment
3	8	6		125	128		03	05	03	1415		~~Phone~~ Switched Selectric. Spare Typewriter WM contact int. F.T.M.
3	8	6		122	152	20		23	09	1402		Will not Punch 80 col of special char. Adjusted Punch unit armature overthrow. Problem still exists.
3	16	6		82 108	84 110	02 02		08	04	7330	ALL	Install CEM C30 all drives. Remove B drive for ref line Check. Completed all Tracking Adj.
3	17	6		80 108	83 113	05		30	20	7330	C	P.M. - Run Diagnostic T022
3	22	6						40	28	7330	B	Stretches Tape on H.S. Rewind Also nicks Adjusted Tape slack. R.D., Left Rewind Idler - Replaced Reel Drive Motor Brushes
3	22	6								7330	A	No Vacuum brushes
3	22	6								7330	B	Brushes worn
3	24	6						30	25	7330	D	P.M. Unit 1-2
3	25	6						26	18	7330	D	Data Check - Damaged Tape

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE			INCIDENT		TIME CLOCK		SYSTEM HOURS				CE HOURS		ASSIST CE HOURS		MACHINE		SERVICE AID	PARTS	COMPONENT ADDRESS	TROUBLE	COMMENTS (SYMPTOM, CAUSE AND CORRECTION)	EDIT
MONTH	DAY	YEAR	NUMBER	CODE	START	STOP	CUSTOMER AVAILABLE	SCHEDULED MAINTENANCE	UNSCHEDULED MAINTENANCE	OTHER	ACTUAL	CHARGEABLE	ACTUAL	CHARGEABLE	TYPE	SUB-A						UNIT / PART / TROUBLE
3	29	6			92	101					15	5			1403						tearing forms - Hammer #25 failing to return (changed both residuals - residuals slipped down and folded) also seems bent on right hand guide burred up catching ~~paper~~	
3	24	6									3	-			7330						ready lightout (keyboard)	
3	30	6			82 125	88 133			06 08		52 [redacted]	17	52	17	7330	C					Complete Transport Alignment. Cleaned R.H. Reel clutch Housing.	
3	31	6			[illegible]	100		17			20	14			7330	All					Checked Skew e Preamp Gain On line. Ran Tape Diagnostics on A, C, P, Drives. Checked Tape (customer) that would not Run - found You were unable to write the c Track with any [redacted] reliability. Other Tapes Run okay. Tried several Drives same Result.	
4	1	6													141[illegible]						Belt broken moved motor to spare and installed spare (7/C)	
4	6	6													1415						installed new belt and Rotate Tape.	
4	7	6													1415						Changed Typewriters. Spare Takes Extra Cycles when printing word marks.	
4	8	6			109 [illegible]	[illegible]9 163									7330	All					Cleaned e Checked all brake clutches Replaced Reel Drive Motor (B drive) Replaced Motor Brushes A & D drives. Readjusted Reel brake & Tape Slack	
4	14	6			80	9[illegible]15									1402						Removed e Checked Punch Unit - Replaced Drive Belt	
4	15	6			80	150			65		65	60	65	60	1411						I/O instructions hang - E-2 Register Always Off.	

IBM Data Processing Division

EDIT

INCIDENT CODES

NO	ACTIVITY	NO.	ACTIVITY
00	CUSTOMER AVAILABLE	08	SCHEDULED MAINT. INSPECT
01	UNSCHEDULED MAINTENANCE	19	REPAIR SPARE SUB ASSEMBLIES
02	SCHEDULED MAINT. REPAIR	20	INSTALLATION
03	POWER ON	22	DISCONTINUE
04	POWER OFF	31	SALES CHANGE
06	RETURN TO STOCK	32	ENGINEERING CHANGE
		57	CUST. ERROR

Customer Engineering System Performance Log

SYSTEM:

SERIAL NUMBER:

CUSTOMER NAME:

DATE	TIME			MACHINE	COMMENTS	EDIT
4 19 6	8 0 9 7	1 7	1 7 0 6	1403	Clean PM units 0 1 and 2	
4 19 6	7 [illegible] 7	2 0	2 0 0 6	1402	Clean PM units 3, 4, 5 & 6	
4 2[illegible] 6	8 0 [illegible] 8			14[illegible]5	Broken Rotate Tape. Changed Typewriters Aligned Cycle latch bracket on the spare Typewriter	
4 29 6	8 0 1 4 [illegible]			7330 D&C	Will not process new Tapes. R/W failures Replaced Go Capstans & Aligned Motion	
5 2 6	8 0 3			1402	Reader Checks. Worn belt Replaced	
5 [illegible] 6				7330	There were no more [illegible] after we put ring in reel	
5 9 6	17-175		5 3	1402	Stop in punching Die interlock	
6 9 6						
6 [illegible] 6				7330 B	Changed "T" [illegible] relay & tightened loose reel	J.S.C.
6 11 6				1403	Print Pos sticks residule Replaced	J.S.C.
6/1[illegible]/6				7330 C	set [illegible] (am SURE its good)	
6/[illegible]/6				1402	Read Checks warped cards Had cards moved to diff location	
[illegible]/[illegible]/				7330	Tape error bad crease on edge of tape	
6/22/6				7330 C	DROPS VACUUM BAD MOTOR BRUSHES	K.V.